The City of Penticton

Director	City Manager
n/a	

COUNCIL REPORT

DATE: July 9, 2012 File No: 0600-04
TO: Mayor and Council
FROM: Annette Antoniak, City Manager
RE: Council's Strategic Priorities and Staff Department Work Plan updates for the period ending June 30, 2012

STAFF RECOMMENDATION:

THAT Council receive the quarterly update on Council's 2012 Strategic Priorities and the Staff Departmental Work Plans for the period of April 1 to June 30, 2012 for information.

BACKGROUND:

On August 15, 2011, Council endorsed the following vision statement for the City of Penticton: "Penticton – a vibrant, innovative, adventurous waterfront City focused on sustainability, community and economic opportunity."

With the vision in place, Council established its Strategic Priorities for the 2011-2014 council term to support that vision. The two priorities identified as Council's top priorities were the revitalization of Downtown Penticton and waterfront enhancement.

What follows is a snapshot of what staff has completed in the second quarter of 2012 working toward Council's Strategic Priorities.

ANALYSIS

The second quarter saw significant progress made on the Council Strategic Priorities of Downtown and Waterfront revitalization. Substantial time was devoted to reaching out to the public to determine what residents, businesses and various stakeholders wished to see from these projects.

The revitalization for both Downtown and waterfront areas were branded with the term "Vibrant Penticton," not only as a way of making the projects identifiable to the public, but keeping the projects in the spirit of Council's vision for the City of Penticton. Both projects were given prominent placement on the City's website with vanity URLs to facilitate education and updates to the community, and specific email addresses were created for the public to contact staff with their thoughts at any time.

Downtown Revitalization

More than 250 people took part in the Downtown Visioning held in May, where residents, businesses and stakeholders attended the sessions to review the range of elements being considered for Downtown Penticton. All attendants had opportunities to give input and feedback, and from this, Planning Staff learned where people live, work and play within Penticton and generate information on how people felt about the Downtown. People were also encouraged to

directly respond to information on the poster boards with sticky notes, and more than 1,100 ideas on notes were added. Planning Department staff used cutting-edge software to generate "clouds" of words that represent popular responses as larger words according to the number of times that word is provided by the public. For example, in Downtown places and spaces boards, the top word people responded as wanting was "more."

The Learning Phase also saw significant public input on focused topics like alternative transportation and nightlife. The Alternative Transportation Scavenger Hunt provided detailed information from 20 volunteer participants, and the Vibrant Penticton barbecue that followed generated more than 100 survey responses. The Penticton by Night event at Elite Restaurant also saw incredible community feedback, with more than 100 people completing surveys and discussing Penticton nightlife with Planning Staff.

Looking ahead to the third quarter, staff are preparing for the Downtown charrette, scheduled to take place at the Lakeside Resort July 30 to Aug. 3.

Waterfront Revitalization

The first round of public consultation sessions for west Okanagan Lake waterfront were held in May at a variety of locations in the City, and more than 1,000 sticky notes of input were collected and approximately 200 people attended the scheduled meetings. This did not include the informal session held at Cherry Lane Mall. An online survey was offered to gauge resident, business and stakeholder interest in the project, and 226 people responded.

Staff working on waterfront revitalization then conducted a great deal of research and technical work alongside a consultant contracted to design the Lakeshore Drive project. Seeking additional public input, the second consultation session was held Saturday, June 23 during the Peach City Beach Cruise. Options were developed for seven different sections of Lakeshore Drive: S.S. Sicamous, west of Power Street, Power Street intersection, east of Power Street, the Pines, the retaining wall and the Peach. The various options were reviewed by Waterfront Select Revitalization Committee members, and show different configurations of walkways, sidewalks, parking and traffic flow, and these were presented to people in binders to choose their favourites and offer feedback, comments and suggestions. This condensed round of consultation generated good community feedback as well.

Staff are now preparing for the third phase of waterfront revitalization planning, which will include firming up design concepts in advance of additional consultation opportunities for the public.

Work also continues on Skaha Lake Park development, as an official tree planting ceremony was held in May at the three-acre expansion area that saw more than 50 trees and some shrubs planted to help with the urban reforestation project.

The next quarterly update will be October 15, 2012.

Respectfully submitted,

Annette Antoniak
City Manager

2012 – 2014
STRATEGIC PRIORITIES – COUNCIL
UPDATED 2012 07-16

STRATEGIC PRIORITES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
DOWNTOWN REVITALIZATION				
DOWNTOWN REVITALIZATION Area Development	• Part 1: Setting the Stage Initial prep work and Council/Committee Endorsement of the work plan Develop communications plan	• ~~March 19th 2012~~ **COMPLETE**	• DDS • Comm	• $267,000 ($)35,000 35%
	• Part 2: Visioning Commence public engagement establish vision for the planning process Initiate communications plan, report results	• ~~May 1st 2012~~ **COMPLETE**	• DDS • Comm	
	• Part 3: Learning Complete background research needed to complete the plan Evaluate communication initiatives, continue strategies	• ~~June 30th 2012~~ **COMPLETE**	• DDS • Comm	
	• Part 4: Planning and Design Prepare concepts and preliminary policies for community discussion. Includes Design Charrette Evaluate communication initiatives, continue strategies	• Design Charrette 4th week of July • September 15th	• DDS • DDS, Com • Comm	
	• Part 5: Dialogue Review proposed concepts with community variety of public engagement events planned Evaluate communication initiatives, continue strategies	• October 31st	• DDS • Comm	
	• Part 6: The Plan Prepare draft of downtown plan	• January 1st 2013	• DDS	

	Assemble comm package • Part 7: Implementation Amend bylaws, Commence design and construction	• TBD	• Comm	
DOWNTOWN REVITALIZATION Parking Strategy	• Complete Downtown Plan • Install new parking equipment, software etc...(pending outcome of the plan)	• January 1st 2013 • Spring of 2013	• DDS	• $145,000 ($)0 0%
DOWNTOWN REVITALIZATION Main Street Improvements Planter Removal	• Notification – Paper, DPA, Direct • Removal & Restoration	• ~~2012 02~~ **COMPLETE** • ~~2012 03~~ **COMPLETE**	• WS • WS	• $56,000 ($27,000) 100%
DOWNTOWN REVITALIZATION Gyro Park Band Shell	• Roof/Washroom/Paint • Meet w/DPA & Gyro Club • Split Responsibilities • Work Period • Early completion	• 2012 05 31 • 2012 04 30 • 2012 05 01 • 2012 05 02 to 31 • 2012 05 01 **COMPLETE**	• FACS • GMRF • GMRF • FACS • FACS	• $21,000 Total • $12,000 CF • $9,000 • 10% Complete • **100%**
WATERFRONT ENHANCEMENT				

WATERFRONT ENHANCEMENT
Okanagan Lake East – Geo-Tech and Contaminated Site Work
	• Issue Proposal Call
	• Receipt of Proposals
	• Award
	• Start-up Meeting
	• Completion of:
	  • Stage 1 Preliminary Site Investigation
	  • Site Profile
	  • Preliminary geotechnical investigation
	• Negotiation of Stage 2 Work
	• Completion of:
	  • Stage 2 Site Investigation
	  • Human Health Environmental Risk Assessment
		• ~~2012 02 01~~ **COMPLETE**
		• ~~2012 02 21~~ **COMPLETE**
		• ~~2012 03 05~~ **COMPLETE**
		• ~~2012 03 05 to 10~~ **COMPLETE**
		• ~~2012 07 13~~ **DRAFT RECEIVED**
		• 2012 08 30
		• 2012 11 16
			• DO
			• DO
			• DO
			• DO
			• DO
			• DO
			• DO
				• $120,000
				($56,400)
				47%

	• Remediation Plan and cost to remediate • Negotiations with the province on site clean-up costs • Budget for Clean up • Obtaining a Certificate of Compliance	 • Q4 2012 • Q4 2012 • Q3 2013	 • LT • DO • DO	
WATERFRONT ENHANCEMENT Okanagan Lake East – Hotel Capacity Study	• Issue Proposal Call • Receipt of Proposals • Award • Start-up Meeting • Submission of Draft Final Report • Submission of Final Report • Presentation and direction from City Council	• ~~2012 04 16~~ **COMPLETE** • ~~2012 05 02~~ **COMPLETE** • ~~2012 05 19~~ **COMPLETE** • Week of 2012 07 09 • 2012 09 16 • 2012 09 30 • 2012 10 01	• DO • DO • DO • DO • DO • DO • DO	• $25,000 ($0) 0%
WATERFRONT ENHANCEMENT Okanagan Lake East – Lease Consolidation and Development Proposal Process	• Commence Public Consultation • Completion of Lease Consolidation • Expression of Interest Process to seek interest from developers • Request for Proposals from short list of interested developers • Contract negotiation • Completion of OCP, Zoning and DP changes • Commence site development	• Q2 2013 • Q2 2013 • Q2 2013 • Q3 2013 • Q4 2013 • Q2, 2014 • Q3 2014 ??	• DDS • LT • DO • DO • DO • DDS • Developer	• $ to be determined in 2012/2013 Budget.
WATERFRONT ENHANCEMENT Okanagan Lake West – Lakeshore Drive Improvements	• Form stakeholder committee • Issues identification and background research • Develop project website • Conduct media launch • First stakeholder sessions • Research and technical work	• ~~2012 03~~ **COMPLETE** • ~~2012 03 – 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 04 25 – 28~~ **COMPLETE** • ~~2012 05~~ **COMPLETE**	• CE • CE • Comm • Comm • CE • CE	• $150,000 ($5,829) 4%

	• Option plan development • Report results, promote second consultation session • Second stakeholder sessions • Creation of two Options for Stakeholder consultation • Develop communications pieces in advance of sessions • Third stakeholder sessions • Adoption of the Plan • Budget preparation • Detailed Design • Communication to community • Issue tender • Award Tender • Preconstruction Meeting • Public Consultation • Start Construction • Complete Construction (Reduced activity through peak tourist season).	• ~~2012 06~~ **COMPLETE** • ~~2012 06~~ **COMPLETE** • ~~2012 07~~ **COMPLETE** • 2012 08 • 2012 08 • 2012 08 • 2012 09 • 2012 07 – 10 • 2012 08-10 • 2013 01 07 • 2013 02 04 • 2013 02 14 • 2013 02 21 • 2013 03 04 • 2013 12 31	• CE • Comm • CE • CE • Comm • CE • CE • CE • CE • CE • Comm • CE • CE • CE • CE • CE • CE	• $1,200,000 ($0) 0%
WATERFRONT ENHANCEMENT Okanagan Lake West – Okanagan Park Improvements	• Design • Notification – User Groups / Event Coordinator • Install	• ~~2012 05~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • ~~2012 05~~ **COMPLETE**	• PS • PS • PS	• $4,000 $3,416 85%
WATERFRONT ENHANCEMENT Okanagan Lake West – Kiwanis Walking Pier assessment	• Issue request for proposal • Award assignment • Completed report	• ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • 2012 07	• CE • CE • Consultant	• $23,000 ($0) 0%
WATERFRONT ENHANCEMENT Okanagan Lake West – SS Sicamous Improvements	• Structural Improvements • Meet w/Museum/SSS • Define Scope • Develop RFP Award • Work Period	• 2012 09 30 • 2012 04 30 • 2012 05 07 • 2012 05 31 • 2012 07 01 to 09 30	• FACS • FACS • FACS • FACPURS • FACS	• $455,000 Total $150,000 CF $305,000 5% Complete

	Items also included in above • Security Fencing • Fire Protection Upgrade	 • 2012 09 30 • 2012 09 30	 • FACS • FACS	 • $35,000 CF • $19,600 CF
WATERFRONT ENHANCEMENT Skaha Lake – Geo-Tech and Contaminated Site Work	• See Okanagan Lake East Geo-Tech and Contaminated Site Work	•	•	• $75,000
WATERFRONT ENHANCEMENT Skaha Lake – Marina Area Development	• Commence Public Consultation • Completion of Lease Consolidation • Expression of Interest Process to seek interest from developers • Request for Proposals from short list of interested developers • Contract negotiation • Completion of OCP, Zoning and DP changes • Commence site development	• Q2 2013 • Q2 2013 • Q2 2013 • Q3 2013 • Q4 2013 • Q2, 2014 • Q3 2014 ??	• DDS • LT • DDS • DDS • DDS • DDS • Developer	• $ to be determined in 2012/2013 Budget
WATERFRONT ENHANCEMENT Skaha Lake – Elm Street Park Development	• Design • Notification – Council, Papers, & Direct • Construction	• ~~2012 02~~ **COMPLETE** • ~~2012 03 12~~ **COMPLETE** • ~~2012 03 12 to 05 18~~ **COMPLETE**	• PS • PS • PS	• $180,000 ($164,000) 100%
WATERFRONT ENHANCEMENT Skaha Lake – Playground Development Project on HOLD till 2013 to allow for funding raising.	• Letter to South Okanagan Children's Charity – Budget approval • Plan and concept finalization • Commitment from Charity • Tender / RFP – Equipment • Notification – Paper and	• ~~2012 02 06~~ **COMPLETE** • ~~2012 02 20~~ **COMPLETE** • ~~2012 02 20~~ **COMPLETE** • 2013 02 • 2012 05	• PS • PS • PS • PS • PS	• $50,000 ($0) 0%

	Council • Construction • Grand Opening Ceremony	• 2013 05 to 06 • 2013 06	• PS • PS	
WATERFRONT ENHANCEMENT Skaha Lake – Handicapped Beach Access	• Consultation • Design • Notification • Construction	• ~~2012 04 to 06~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • ~~2012 07~~ **COMPLETE**	• PS • PS • PS	• $ 40,000 ($4,086) 10%
WATERFRONT ENHANCEMENT Skaha Lake – LED Promenade Lighting	• Design and Specifications • Issue Material Tender (LED fixtures and standards) • Purchase Material • Installation	• ~~Q1 2012~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • 2012 07 UNDERWAY	• OMEU • EUT • OMEU • EUFore	• $105,000 ($64.390) 61%
WATERFRONT ENHANCEMENT Skaha Lake – Park Electrical Upgrade	• Develop Work Schedule • Completion Update • Revised Completion Date	• 2012 04 30 • 2012 06 30 • 2012 07 31	• FACS • FACS • FACS	• $8,000 50% Complete

2012
DEPARTMENTAL WORKPLAN
ACCOUNTING

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
ERP conversion project SECTION				
• This project represents the migration of the City away from its current inefficient and ineffective legacy systems to the Agresso Business World ERP system.	Recommendation to **Council** Includes – i) Complete report to Council (deliverable) ii) Present report to Council Communication to RFP respondents	Feb 6 2012	Colin Fisher	N/A, 100%
	Engage project manager Includes – i) Issue RFQ's for project manager ii) Engage project manager	Mar 2012	Colin Fisher Cathy Ingram Doug Leahy	$84,000 (10% expended)
	Establish oversight and management framework: Includes – i) Formalizing the project plan (deliverable) ii) Define roles for the project sponsor and project lead and identify individuals iii) Define role for the steering committee and identify individuals	Mar 2012	Colin Fisher Annette Antoniak Doug Leahy	N/A, 100%

	Award contract(s) with selected vendor (deliverable) : Includes but not restricted to negotiation of – i) Cost ii) Deliverables iii) Maintenance and support iv) Performance standards v) Provision for escalation vi) Recourse for non-performance vii) Completed terms of reference for vendor for both the ERP system and the budget module	Mar 2012	Colin Fisher Annette Antoniak Doug Leahy Project Manager	$234,000, 100% (ERP system licenses) $40,000, 100% (budgeting module licenses)
	Completion of final **drafts of key documents** (deliverables) : Includes but not restricted to – i) Project charter ii) Project scope document	Apr 2012	Project Manager	N/A, (80% completed)

	Create project plan (deliverable): Includes but not restricted to – i) Identification of the project team and assigning responsibilities ii) Formalizing a communications plan to stakeholders iii) Developing meeting schedules iv) Establish process for measuring progress (including against budget), controlling risk, and managing change v) Documentation of activities vi) Identification of all project tasks vii) Task flow chart viii) Timelines ix) Milestones including go/no-go decision points x) Deliverables throughout the project plan implementation xi) Training xii) Creation of testing scripts xiii) Conversion-day plan	Apr 2012	Colin Fisher Project Manager Department managers	N/A, (10% completed)
	2) Plan implementation: This is the most protracted step and includes – i) Completion of project tasks and deliverables ii) Ongoing meetings and communications iii) Ongoing review of progress against plan and budget iv) Reporting to stakeholders v) Execution of testing scripts Note: testing and creation of the conversion-day plan are project tasks	Apr 2012 -> Oct 2012	Colin Fisher Project Manager Department managers Department teams	$25,000 (backfill) $82,000, (vendor technical consulting, 5% expended) $183,000 (vendor conversion services, Unit 4) $61,000, (business analyst, 10% expended) $30,000 (vendor conversion services, Questica)

	Conversion: This is the execution of the conversion-day plan (deliverable) and includes – i) Having the necessary resources in place ii) Determination of a go/nogo decision iii) Critical failure actions iv) Documentation and sign-off	Sept 30 2012 (budgeting module) Oct 31 2012 (ERP system)	Colin Fisher Project Manager Department managers Department teams	N/A
	Post mortem: This is an evaluation and documentation of the project including – i) An analysis of what went well and what didn't (deliverable) ii) Tasks and procedures that have changed, been eliminated, or been added – including the impacts of all these changes had on efficiency and consumption of resources (deliverable). iii) What needs to be done or considered going forward – such as full implementation of specific functionalities or additional modules (deliverable) iv) Documentation and sign-off of the analysis (deliverable)	Nov 2012	Colin Fisher Project Manager Doug Leahy Annette Antoniak	$5,000, (contingencies, 80% expended)

2012
DEPARTMENTAL WORKPLAN
COLLECTIONS

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Cash				
Third Party Credit Card System	Implement third party credit card system for various revenue sources	• Q3 2012	• AC	• $20,000
Utilities				
Pressure sealing to folding/inserting	Purchase folding/inserting machine and make changes to current billing procedure to accommodate the new process	• Q2 2012	• AC	• $20,000 • 100% Complete
Penalties to discounts	Discounts do not calculate correctly in system, investigate and provide options for penalty system	• Q4 2012	• AC	• $0
Telephone call disconnect notification	Implement telephone call for disconnections instead of mailing out notices	• Q3 2012	• AC	• $0
E-billing (link to MyCity)	Launch e-billing system for Electric & Water utilities using Teleconnect, will direct customers to view billing information on MyCity	• Q2 2012	• AC	• $0 • 100% Complete
E-Billing (PDF of bill)	Launch e-billing system for Electric & Water utilities with assistance from Tempest to send a PDF copy of bills via email	• Q4 2012	• AC	• $60,000
Taxes				
E-billing	Launch e-billing system for taxes to send PDF copy of bills via email (will not be able to cease printing paper copies in 2012 - legislation being reviewed, possible changed in 2013 to include email as mail.)	• Q2 2012	• AC & BE	• $11,000 • 100% Complete

2012
DEPARTMENTAL WORKPLAN
COMMUNICATIONS
(April – June 30, 2012)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Communications plan	~~• Inventory of 2011 plan recommendations~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Assessment of plan recommendations~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Timeline for plan~~	~~• 2012-Q2~~	Simone	COMPLETED
	• Department meetings, assessments	• 2012-Q2-3	Simone	Ongoing
	• Research municipal plans	• 2012-Q2-3	Simone	Ongoing
	• Analyze organizational strengths	• 2012-Q2-3	Simone	Ongoing
	• Analyze organizational challenges	• 2012-Q3		
	• Develop departmental goals	• 2012-Q3		
	• Develop departmental objectives	• 2012-Q3		
	• Outline tactics, timing	• 2012-Q3		
	• Implementation	• 2012-Q3		
	• Develop 2013 budget	• 2012-Q4		
		• 2012-Q3-4		
Downtown Revitalization	~~• Communications plan~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Vision phase comm campaign~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Vision phase evaluation~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Learning phase comm campaign~~	~~• 2012-Q2~~	Simone	COMPLETED
	• Learning phase evaluation	• 2012-Q3		
	• Planning phase comm campaign	• 2012-Q3		
	• Planning phase evaluation	• 2012-Q3		
	• Dialogue phase comm campaign	• 2012-Q3		
	• Dialogue phase evaluation	• 2012-Q4		
	~~• Webpage creation~~	~~• 2012-Q2~~	Simone	COMPLETED
	~~• Vanity URL creation~~	~~• 2012-Q2~~	IT	COMPLETED
	~~• Webpage population~~	~~• 2012-Q2~~	Simone	COMPLETED
	• Webpage updates	• 2012-Q2-4	Simone	Ongoing

Waterfront Revitalization	~~• Phase 1 launch~~ ~~• Phase 1 campaign~~ • Phase 3 campaign • Phase 4 campaign • Phase 5 campaign • Phase 6 campaign ~~• Webpage creation~~ ~~• Vanity URL creation~~ ~~• Webpage population~~ ~~• Webpage updates~~	~~• 2012-Q2~~ ~~• 2012-Q2~~ • 2012-Q3 • 2012-Q3 • 2012-Q3-4 • 2012-Q4 • 2012-Q2 • 2012-Q2 • 2012-Q2 • 2012-Q2-4	Simone Simone Simone Simone IT Simone Simone	COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED
Media relations	• Press Releases • Backgrounders/Fact sheets • Media advisories ~~• Online Media Room~~ • Media Relations Plan-outline • Media Relations Plan-formation	• 2012-Q1 • 2012-Q2 • 2012-Q3 • 2012-Q4 • 2012-Q1 • 2012-Q2 • 2012-Q3 • 2012-Q4 • 2012-Q1 • 2012-Q2 • 2012-Q3 • 2012-Q4 ~~• 2012-Q2~~ • 2012-Q3 • 2012-Q3	Karen Simone Simone Karen Simone Simone Karen Simone Simone Simone Simone Simone	13 SENT 40 SENT Ongoing 1 SENT 6 SENT Ongoing 1 SENT 3 SENT Ongoing COMPLETED
Public relations	~~• Council Highlights template~~ • Council Highlights • Messages from mayor • Speeches/talking points • Proclamations text • Stakeholder email list	~~• 2012-Q2~~ • 2012-Q2-4 • 2012-Q2-4 • 2012-Q2-4 • 2012-Q2-4 • 2012-Q3	Simone Simone Com, Lorraine Simone Simone Simone	COMPLETED Ongoing Ongoing Ongoing Ongoing

Social Media	~~• Migrate accounts to HootSuite~~ • Live-tweet Council meetings • Regular posts to Twitter, Facebook • Multimedia components to all channels • Social media policy • Social media comms plan-analysis • Social media comms plan-formation • Social media comms plan-implement	~~• 2012-Q2~~ • 2012-Q2-4 • 2012-Q2-4 • 2012-Q2-4 • 2012-Q3 • 2012-Q3 • 2012-Q3 • 2012-Q4	Simone, IT Simone Simone Simone	COMPLETED Ongoing Ongoing Ongoing
Citizen Survey	~~• Form task force to develop options~~ • Recommendations to SLT • Develop budget • Review survey questions • Issue survey • Develop report	~~• 2012-Q2~~ • 2012-Q3 • 2012-Q3 • 2012-Q3 • 2012-Q3 • 2012-Q4	Simone Task force Task force Task force Task force Simone	COMPLETED
Utility newsletter	~~• Template design~~ ~~• RFQ for print contract pricing~~ ~~• June edition~~ ~~• July edition~~ • August edition • September edition • October edition • November edition • December edition • January edition	~~• 2012-Q2~~ ~~• 2012-Q2~~ ~~• 2012-Q2~~ ~~• 2012-Q2~~ • 2012-Q3 • 2012-Q3 • 2012-Q3 • 2012-Q4 • 2012-Q4 • 2012-Q4	Simone Simone Simone Simone Simone	COMPLETED COMPLETED COMPLETED COMPLETED Ongoing
Annual Report	~~• Review design from 2010~~ ~~• Seek department submissions~~ ~~• Write content for current year~~ ~~• Update staff photos~~ ~~• Aggregate department content~~ ~~• Contract printer for copies, binding~~ ~~• Post online~~	~~• 2012-Q2~~ ~~• 2012-Q2~~ ~~• 2012-Q2~~ ~~• 2012-Q2~~ ~~• 2012-Q2~~ ~~• 2012-Q2~~ ~~• 2012-Q2~~	Simone Karen Simone Karen Simone Simone Simone	COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED
Special projects	• Capital works notice ~~• Bike Plan-website~~ ~~• Bike Plan-vanity URL~~ ~~• Bike Plan-media campaign~~ ~~• Bike Plan-launch event~~ • Bike Plan-results ~~• WestJet presentation~~	• 2012-Q2 ~~• 2012-Q2~~ ~~• 2012-Q2~~ ~~• 2012-Q2~~ ~~• 2012-Q2~~ • 2012-Q3 ~~• 2012-Q2~~	Simone Simone IT Simone Simone Delegation	Ongoing COMPLETED COMPLETED COMPLETED COMPLETED COMPLETED

	• EDO communications	• 2012-Q3-4	Comm, EDO	
Advertising	• Book newspapers ads as required • Book radio spots as required • Book Facebook ads as required	• 2012-Q2-4 • 2012-Q2-4 • 2012-Q2-4	Simone Simone Simone	Ongoing Ongoing Ongoing
Issues management	• Assist Council, CAO, senior leaders and staff with issues as they arise	• 2012-Q2-4	Simone	Ongoing

2012
DEPARTMENTAL WORKPLAN
CORPORATE ADMINISTRATION
(April – June 30, 2012)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
~~**Council Meetings**~~	~~Review all staff reports to Council (open and in-camera) for consistency, adherence to City policy and legislation, agenda preparation, copying, linking and uploading reports, Public Hearings, Posting agendas and minutes to the internet, minute taking and Council follow up~~ • ~~13 Regular or Special Council Meetings held~~ • ~~12 In-Camera Meetings held~~	• ~~2012-Q1~~	~~Karen~~ ~~Cynthia~~ ~~Lorraine~~	• ~~Complete~~
	• ~~8 Regular or Special Council Meetings held~~ • ~~9 In-Camera Meetings held~~	• ~~2012-Q2~~	~~Karen~~ ~~Cynthia~~ ~~Lorraine~~	• ~~Complete~~
~~**Committee Meetings (13 City Committees)**~~	~~Same process as Council Meetings~~ • ~~34 Committee Meetings held~~	• ~~2012-Q1~~	~~Barb~~	• ~~Completed~~
	• ~~32 Committee Meetings held~~	• ~~2012-Q2~~	~~Barb~~	• ~~Completed~~
Staff Leadership Meetings	• Bi-weekly preparation of agendas, minute taking and preparing/tracking action items	• 2012-Q1 – Q4	Karen	• On-Going
Council Follow Up	• Following up on Council directives and tracking actions and completion dates in a database (including drafting routine letters and correspondence)	• On-Going	Cynthia/ Lorraine	• On-Going

2012
DEPARTMENTAL WORKPLAN
CORPORATE ADMINISTRATION
(April – June 30, 2012)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
~~**Council Meetings**~~	~~Review all staff reports to Council (open and in-camera) for consistency, adherence to City policy and legislation, agenda preparation, copying, linking and uploading reports, Public Hearings, Posting agendas and minutes to the internet, minute taking and Council follow up~~ • ~~13 Regular or Special Council Meetings held~~ • ~~12 In-Camera Meetings held~~	• ~~2012-Q1~~	~~Karen~~ ~~Cynthia~~ ~~Lorraine~~	• ~~Complete~~
	• ~~8 Regular or Special Council Meetings held~~ • ~~9 In-Camera Meetings held~~	• ~~2012-Q2~~	~~Karen~~ ~~Cynthia~~ ~~Lorraine~~	• ~~Complete~~
~~**Committee Meetings (13 City Committees)**~~	~~Same process as Council Meetings~~ • ~~34 Committee Meetings held~~	• ~~2012-Q1~~	~~Barb~~	• ~~Completed~~
	• ~~32 Committee Meetings held~~	• ~~2012-Q2~~	~~Barb~~	• ~~Completed~~
Staff Leadership Meetings	• Bi-weekly preparation of agendas, minute taking and preparing/tracking action items	• 2012-Q1 – Q4	Karen	• On-Going
Council Follow Up	• Following up on Council directives and tracking actions and completion dates in a database (including drafting routine letters and correspondence)	• On-Going	Cynthia/ Lorraine	• On-Going

City Page Advertising	• Overseeing the content of the City Page in the Herald and the Western Newspapers • ~~(26 City Page Ads Prepared in Q1)~~ • ~~(32 City Page Ads Prepared in Q2)~~	• 2012 Q1 – Q4 • On-Going	Lorraine	• Completed and on-going
Policies and Procedures	• ~~Preparation of Reports to Council Staff Policy and Procedure~~ • ~~Development of templates for Reports, bylaws, policies~~ • Council Policy Review and Update • ~~Develop a Bylaw Reference Document for Staff~~ • Delegations Policy • ~~One Employee of Council Policy~~ • Council Code of Conduct Policy • ~~Template Development for Reports, Bylaws, Policies and Procedures~~ • Conflict of Interest Policy	• ~~2012 Q1~~ • ~~2012 Q1~~ • 2012 Q2 – Q4 • ~~Q2~~ • Q3 • ~~Q2~~ • ~~Q2 (not endorsed by Council~~ • ~~Q2~~ • Q3	Karen	• Completed and on-going • Completed • Completed
Freedom of Information and Protection of Privacy	• ~~Developed a "List of Routinely Available Documents" for staff reference to assist with what is routinely available vs. processing through FOI~~ • ~~Processed 8 FOI Requests~~ • ~~Processed 7 FOI Requests~~	• ~~2012 Q1~~ • ~~2012 Q1~~ • ~~2012 Q2~~	Karen	• Completed
Proclamations/Invitations/ Hosting of Special Visits	• ~~29 letters prepared~~ • ~~1 visit from an Ikeda Delegation~~ • ~~Processed 19 Proclamations~~	• ~~2012 Q1~~	Barb	• Completed and On-going
Bylaws (Drafting or preparing)	~~3 OCP Bylaws~~ ~~6 Zoning~~ ~~16 Regulatory Bylaws~~ ~~4 Zoning Bylaw~~ ~~1 OCP Bylaw~~ ~~5 Regulatory Bylaws~~ ~~6 Development Permits~~ ~~4 Development Variance Permits~~ ~~1 Section 57 Notice~~	• ~~2012 Q1~~ • ~~2012 Q1~~ • ~~2012 Q1~~ • ~~2012 Q2~~ • ~~2012 Q2~~ • ~~2012 Q2~~ • ~~2012 Q2~~ • ~~2012 Q2~~ • ~~2012 Q2~~	Karen/Cynthia	• Completed and on-going

	~~• Business Improvement Area Petition and Bylaw (Front St. Association~~ • Re-draft of Council's Procedure Bylaw • Re-draft of the Bylaw Governing Elections • Assisted the Front Street Assn. with their BIA (hosted a Special Meeting) Request will be forthcoming in July, 2012	~~• 2012 Q2~~ • 2012-Q3 • 2012-Q3 • 2012-Q3		
City Staff Committees	~~• Legal Services Review Committee~~ ~~• Fire Services Core Review RFP Selection Committee~~	~~• 2012 Q1~~ ~~• 2012 Q2~~	Karen Karen	• Completed
Conduct Research on behalf of the City regarding bylaws, policies, legislation, interpretation and authority	~~• Processed 15 large research requests and several smaller requests~~ ~~• Processed 20 large research requests And several smaller requests~~ ~~• Oversee Legal Opinions~~	~~• 2012 Q1~~ ~~• 2012 Q2~~ • On-Going	Karen/Cynthia	• Completed and on-going
Review of Document Management Program to Adhere to recent legislation	• Review City Wide Categories and Bring Forward an Updated Records Retention Bylaw for Council's Consideration	• Q4	Karen/Cynthia	
Research and Implement an Agreements Tracker	~~• Researched and identified that the financial software can accommodate a contract tracker at no additional cost.~~ • To implement in Q4 once financial software is implemented.	~~• Q2~~ ~~•~~ • Q4	Karen	
Administrative Support for Mayor, Council, and City Manager	• Drafting of correspondence, scheduling of calendars, event preparation, and research	• On-Going	Cynthia Lorraine	• On-going
Vet Agreements and Arrange for Signatures of all City agreements, covenants, contracts, etc.	• After each Council Meeting	• On-Going	Cynthia Lorraine	• Completed and on-going

Oversee the City's General In-Box and Respond as appropriate	• Daily	• On-Going	Karen Lorraine	• Completed and on-going
Arrangement for Council attendance at the Council conferences including SILGA, UBCM and FCM	• Making arrangements, registration, preparing briefing notes, binder preparation and follow up	• ~~SILGA - Q2~~ • UBCM - Q3	Karen	• On-going
Daily Issues Management and response to various queries from the public and staff	• Daily	• On-Going	Karen Cynthia	• Completed and on-going
Indexing of Council Reports, Agreement, and Bylaws for the Vault	• After each Council meeting	• On-Going	Lorraine	• Completed and on-going

2012
DEPARTMENTAL WORKPLAN
DEVELOPMENT SERVICES

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
HARDWARE INFRASTRUCTURE				
Downtown Revitalization	Council Strategic Priority for 2012.	• Q4 2012	• DDS / MP	• $267,000 • 35% Complete • ($35,000)
Climate Action	Implementation Plan for Corporate Climate Action Planning work.	• Q4 2012	• DDS / EC	• $400,000 • 15% Complete • ($30,000)
Urban Deer Management	Implement Council direction for Deer Count / Capture & Cull	• Q4 2012	• DDS	• $10,000 • 30% Complete
Hire Business Licence Clerk	Hire new position and complete Business Licence move to Development Services	• Q1 2012	• MBP	• Complete
Brownfield Redevelopment	Implement new bylaws and incentive programs to deal with vacant properties and unsightly / hazardous buildings.	• Q2	• MP / MBP	• Ongoing • 30% complete
Improve Relationship with Development Community	• Work with Development Services Committee • Organize workshops / educational sessions with development community • Provide excellent customer service	• Ongoing	• DDS / MP / MBP	• Ongoing • 2 educational sessions held to date • Working with DSAC to improve efficiencies
Continue to streamline application processes	Planning & Building Department processes to be continually monitored for areas of improvement.	• Ongoing	• DDS / MP / MBP	• Ongoing
Update old bylaws	Review and amendments to existing bylaws to make easy to use for all.	• Ongoing	• DDS / MP / MBP	• Ongoing

2012
DEPARTMENTAL WORKPLAN
ELECTRIC DEPARTMENT
Updated 2012 07 06

DEVELOPMENTAL WORKPLAN: CAPITAL – CAPACITY AND BACKUP PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
PRJ-2012-4 **Install Voltage Regulator on Middle Bench Rd**	• ~~Design and Engineering, Reviews, QA Package~~ • ~~Final QA Approval~~ • Tender Documents • ~~IFC Packages~~ • Issue RFQ, purchase materials • Construction	• ~~2012 Q1-Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • 2012 Q2 • ~~2012 Q2~~ **COMPLETE** • 2012 Q2 • 2012 Q3	• Consultant (PEC) • OMEU • Consultant • Consultant • OMEU • EUFore	• $256,900 ($7,675) 2%
PRJ-2012-5 **Install tie for R-3, R-10, R-21, R-24**	• ~~Design and Engineering, Reviews, QA Package~~ • ~~Final QA Approval~~ • ~~IFC Packages~~ • ~~Purchase materials~~ • ~~Construction~~	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 03 09~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE**	• Consultant (PEC) • OMEU • Consultant • EUT • EUFore	• $329,700 ($80,557) 25%
PRJ-2012-6 **Install 8/12 KV Step Transformer on Dawson Ave**	• Design and Engineering, Reviews, QA Package • Final QA Approval • Tender Documents • IFC Packages • Issue material Tender • Construction	• Underway • 2012 Q~~1~~2 • 2012 Q2 • 2012 Q2 • 2012 Q2 • 2012 Q3 – Q4	• Consultant (PEC), EU staff • EU staff • PEC • PEC • OMEU, EUT • EUFore	• $555,800 ($7,200) 5%
PRJ-2012-7 **Reconductor Main St West Lane to 4/0 AL**	• Design and Engineering, Reviews, QA Package • Final QA Approval • IFC Packages • Purchase materials	• 2012 Q~~1~~2 Underway • 2012 Q~~1~~2 • 2012 Q~~1~~2 • 2012 Q2	• Consultant (PEC), EU staff • EU staff • PEC • EUT	• $193,900 ($0) 0%

	• Construction	• 2012 Q3	• EUFore	
PRJ-2012-11 **477 AL Express Feeder and Voltage Regulator** Project on **HOLD** awaiting outcome of Westminster Substation upgrade.	• Design and Engineering, Reviews, QA Package • Final QA Approval • Tender Documents • IFC Packages • Issue RFP, purchase materials • Construction	• 2012 Q1 **ON HOLD** • 2012 Q1 • 2012 Q2 • 2012 Q2 • 2012 Q2 • 2012 Q2 – Q4	• Consultant (PEC), EU staff • EU staff • PEC • PEC • OMEU, EUT, Contractor	• $730,900 ($0) 0%
PRJ-2012-16 **Install 477 AL tie between R-4 and R-5**	• ~~Design and Engineering, Reviews, QA Package~~ • ~~Final QA Approval~~ • ~~IFC Packages~~ • ~~Order materials~~ • Construction	• ~~2012 Q12~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE** • 2012 Q3	• Consultant (PEC), EU staff • EU staff • PEC • EUT, EUFore	• $33,600 ($4,648) 14%

In addition to the above major projects, there are 13 smaller Capacity and Backup Projects which will be undertaken through 2012 by Utility staff.

DEVELOPMENTAL WORKPLAN: CAPITAL – BASE, SPECIAL PROJECTS	**ACTION**	**TIMELINE (Year/Mth/Day)**	**STAFF ASSIGNED**	**BUDGET ($, % COMP.)**
Wood Pole Replacements • **Ongoing through 2012** • **Acct #673-20**	• Review location requirements • Prepare design and issue Work Request • Replace pole	• 2012 Q1 – Q4 • 2012 Q1 – Q4 • 2012 Q1 – Q4	• EUFore, EUSub • EUT • PLTs	• $165,600 ($20,957) 13%
#6 Copper Conductor Replacement • **Ongoing through 2012** • **Acct #673-60**	• Review location requirements • Prepare design and issue Work Request	• 2012 Q1 – Q4 • 2012 Q1 – Q4	• EUFore, EUSub • EUT T	• $220,600 ($19.950) 9%

	• Replace conductor	• 2012 Q1 – Q4	• PLTs	
Substation Demand Metering • **Acct 675-09**	• Review metering requirements • Prepare RFP • Evaluate RFP Responses • Purchase and install equipment	• 2012 Q12 • 2012 Q3 • 2012 Q2 • 2012 Q2 – Q3	• OMEU, MT • OMEU • OMEU, MT • OMEU, MT contractor	• $110,000 ($0) 0%
Voltage Conversion • **Transformer Replacements on Circuits R-5 and R-6** • **Acct #677-10**	• Review location requirements • Prepare Transformer Purchase Tender • Review Tenders, Issue PO • Prepare design and issue WR • Replace Transformers	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • 2012 Q1 – Q4 • 2012 Q1 – Q4	• EUFore, EUT • OMEU, PM • OMEU, PM • EUT • PLTs	• $400,000 ($138,540) 35%
AMR Conversion • **2700 meters** • **Acct #678-10**	• Prepare 2012 Deployment Plan • Order required meters for 2012 • Prepare Meter Change Docs • Carry out meter replacements – Goal 300 -400 /month	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • 2012 Q1 – Q3	• OMEU OM • MT • MT • MT, Temp	• $312,000 ($195,310) 63%
	•	•	•	•

DEVELOPMENTAL WORKPLAN: OPERATING – SIGNIFICANT & SPECIAL PROJECTS	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Wood Pole Test & Treat • **Acct #501-70**	• Review pole database and compile pole list • Install asset tags, document pole contacts • Prepare RFP/RFQ, review submissions • Award contact • Test & Treat proceed • Update database	• ~~2012 Q1~~ **COMPLETE** • 2012 Q1-Q2 Underway • 2012 Q3 • 2012 Q3 • 2012 Q3 • 2012 Q4	• EUT • EUT, EUFore • OMEU, EUT • OMEU • Contractor • EUT	• $205,000 ($16,600) 8%
Carmi Sub Recloser Overhauls • **Overhaul and service 4 reclosers**	• ~~Quotes for servicing reclosers~~ • ~~Ship spare recloser to PTI~~ • ~~Replace & OH 2 reclosers~~	• ~~2012 Q1~~ **COMPLETE** • ~~2012 Q1~~ **COMPLETE** • ~~2012 Q2~~ **COMPLETE**	• OMEU • MT • EUFore	• $35,000 ($24,950) 71%

• **Acct #505-30**	• Replace & OH 2 reclosers	• 2012 Q3	• EUFore	
Review & Update Safe Practices Regulations • **New format** • **Incorporate CPEU policies & procedures**	• Review of existing SPR manual, update • Manager review of proposed changes • Incorporate existing procedures into SPR manual • Manager review of new SPR manual	• ~~2012 Q1~~ **COMPLETE** • 2012 Q~~1~~2 Underway • 2012 Q2 • 2012 Q2	• EUSub • OMEU • EUSub • OMEU	• N/A, 0%
MICRO HYDRO AND NATURAL GAS OR WOOD FUELLED ELECTRICTY GENERATION • **Acct #679-02**	• Issue Proposal Call • Receipt of Proposals • Award • Start-up Meeting • Submission Alternatives Report • Presentation Alternatives Report to Staff • Submission of Draft Final Report • Submission of Final Report • Presentation and direction from City Council If the Feasibility Study requires further work then: • Budget Amendment • Completion of additional Feasibility Study Work • Presentation and direction from Council If the project is approved then: • Permitting • Securing of electricity sales and natural gas purchase • Design • Construction • Commissioning • Operation	• ~~2012 02 06~~ **COMPLETE** • ~~2012 02 21~~ **COMPLETE** • ~~2012 03 19~~ **COMPLETE** • ~~2012 03 19~~ **COMPLETE** • ~~2012 05 09~~ **COMPLETE** • ~~2012 05 23~~ **COMPLETE** • ~~2012 06 22~~ **COMPLETE** • ~~2012 07 06~~ **COMPLETE** • 2012 08 20 • 2012 09 • 2012 09 • 2012 10 01 • Q1 2013 • Q1 2013 • Q2 2013 • Q3 2014 • Q1 2015 • Q2 2015	• DO • DO • DO • DO • DO • DO • DO • DO • DO • DO • DO • DO • DO • MOEU • MOEU • MOEU • MOEU	• $23,000 ($23,000) 100%
POLE CONTACT AGREEMENTS	• Complete analysis of pole contact costs	• ~~2012 04~~ **COMPLETE**	• DO	• N/A, 50%

	• Complete review of Shaw and Telus Pole Contact Agreement and identify changes • Creation of an updated Shaw and Telus Pole Contact Agreement • Review proposed price and contract changes with Shaw and Telus • Negotiate changes with Shaw and Telus • Agreements to Council for considerations and execution • Budget for revised revenue stream	• ~~2012 04~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • 2012 08 • 2012 09 • 2012 10 • 2012 10	• DO • DO • DO • DO • DO • DO	
GREEN JOB GRANT PROCESS	• Issue Proposal Call • Receipt of Proposals • Award • Start-up Meeting • Submission of Draft Final Report • Submission of Final Report • Presentation and direction from City Council If No Business Case STOP. If Business Case: • Develop a Program and Budget • Presentation and direction from Council • Budget Amendment • Program Launch	• ~~2012 02~~ **COMPLETE** • ~~2012 02~~ **COMPLETE** • ~~2012 03~~ **COMPLETE** • ~~2012 03~~ **COMPLETE** • 2012 07 **COMPLETE** • 2012 08 • 2012 08 • 2012 09 • 2012 09 • 2012 09 • 2013 Q1	• DO • DO • DO • DO • DO • DO • DO • DO • DO	• N/A, 50%
Complete Policy setting various Electric Utility Maintenance Priorities and Standards • **Switch inspection & maintenance** • **Vault inspection & maintenance**	• Review existing maintenance policies • Determine appropriate service levels • Draft new policy • Review and revisions • Submit final policy	• 2012 Q12 • 2012 Q3 • 2012 Q3 • 2012 Q3 • 2012 Q3	• OMEU • OMEU EUFore • OMEU • DO, OMEU • OMEU	• N/A, 5%

2012
DEPARTMENTAL WORKPLAN
ENGINEERING
Updated 2012 04 02

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
DESIGN SECTION				
2012 Capital Works Contract	This is the prime capital works project for 2012 and combines the following projects: 1. SOEC Parking Lot 2. Aging Watermain Upgrades 3. Undersized Watermain Upgrades 4. Sanitary sewer upgrades 5. Road rehabilitation • Complete designs and tender documents • Tender period • Award contract • Commence construction • Complete construction	• ~~2012 04 10~~ **COMPLETE** • ~~2012 04 16~~ **COMPLETE** • ~~2012 05 07~~ **COMPLETE** • ~~2012 05 28~~ **COMPLETE** • 2012 10 31	• CE • CE • DS • DS • DS	• $150,000 ($11000) 13% • $1,200,000 ($489,000) 41% • $500,000 ($0) 0% • $200,000 ($0) 0% • $380,000 ($170,000) 44%
Golf Course Pond rehabilitation works	This project will see the weirs, outfall and retention pond retaining walls reconstructed. • Complete permit process • Construct works	• 2012 Q3 • 2012 Q4 – 2013 Q1	• CE • MPW	• $127,000 ($0) 0%
Traffic calming,	Design and installation of improvements at			• $40,000

intersection and crosswalk improvements	various locations throughout City per consultant recommendations dealing with public complaints. • Complete designs • Complete implementation	• ~~2012 Q1~~ **COMPLETE** • 2012 08 31	• CE • DS	($0) 0%
Bike Network design and implementation	Present Bike Network plan to Council and Public for acceptance and endorsement. • Council Work Shop • Public Consultation In progress but extended • Complete designs • Implement bike lanes	• ~~2012 02 20~~ **COMPLETE** • ~~2012 Q2~~–2012 Q3 • 2012 06 • 2012 10	• CE • CE • CE • Contractor	• $30,000 ($6,500) 22%
Middle Bench Road intersection improvements	• Complete design • Complete road improvements (curb extensions/road markings)	• ~~2012 04 05~~ **COMPLETE** • ~~2012 05 31~~ **COMPLETE**	• DS • PW crews	• $10,000 ($10,000) 100%
Kiwanis Walking Pier assessment $23,000	Review of wooden pier by specialist consultant • Issue request for proposal • Award assignment • Completed report	• ~~2012 05~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • 2012 07	• CE • Consultant • Consultant	• $23,000 ($6,000) 26%
Local Improvement Area strategy $28,000	Define a strategy for cost sharing of infrastructure improvements. • Complete research and compose strategy for review • Present to Council and revise bylaw	• 2012 05 31 • 2012 08 31	• CE • CE	• $28,000 ($0) 0%
2013 Pre-design	Commence pre-design work to assist in 2013 budget preparation and to meet 2013 construction season.	• 2012 08 01	• CE	• NA
2013 Budget preparation	• Commence compilation of information and create budget proposal for 2013 • Complete first draft	• 2012 09 04 • 2012 10 31	• DS	• NA
Permit processing for earthworks, Schedule F, utility services	• As and when required	• Continuous	• CE	• NA
Engineering review and approval for Development Services	• As and when required	• Continuous	• DT	• NA

ADVANCED WASTE WATER TREATMENT PLANT				
Fermenter upgrade/rebuild	Confirm best solution based on review of existing structural condition of fermenter and capacity. Schedule to be confirmed based on results of structural and capacity reviews. • Complete structural and capacity review • Complete pre-design and cost estimates and report to Council • Detailed design and Tender • Award contract • Commence construction • Complete Construction Note that Q1 failure of Digester and loading impact on Fermenter has resulted in amended workplan that includes review of Water and Wastewater Plant sludge handling (which also impacts Fermenter capacity)	• ~~2012 Q2~~ 2012 Q3 • ~~2012 Q2~~ 2012 Q3 • ~~2012 Q2~~ 2012 Q4 • ~~2012 Q2~~ 2012 Q4 • ~~2012 Q2~~ 2012 Q4 • ~~2012 12~~ 2013 TBA	• Consultant • Consultant • Consultant • CE • Contractor • AWWTPS	• $567,500 ($25,000) 5%
Plant maintenance and equipment refurbishment by AWWTP staff	Routine preventative measures to include: 1. Bio gearbox rebuild 2. Electrical upgrades 3. Instrumentation software updates 4. Digester mechanical and electrical upgrades. (See note above re Digester failure – objective is now for cleaning and repair assessment) • Complete upgrades	• 2012 12 • 2012 12 • 2012 12 • ~~2012 Q2~~ 2012 Q3 • 2012 12	• AWWTPS • AWWTPS • AWWTPS • Consultant • AWWTPS	• $77,500 ($33,900) 44%
Plant maintenance and equipment refurbishment by AWWTP staff, consultant and contractor.	Routine preventative measures to include: 1. Lift station condition assessment 2. Lift station equipment replacement 3. Screw pump rebuild • Complete upgrades	• Q3 • 2012 12 • 2012 Q2 • 2012 12	• Consultant • AWWTPS • AWWTPS • AWWTPS	• $70,000 ($5,000) 5%

WATER TREATMENT PLANT				
Watershed Protection Study	• Work is in progress – Completion scheduled	• 2012 09 31	• WTPS	• $60,000 ($26,600) 44%
Install 3rd Backwash Pump	• Construction in progress – completion scheduled. Deficiency correction in progress.	• ~~2012 02 29~~ **COMPLETE** • Final invoicing to come	• WTPS	• $120,000 ($101,031) 84%
Plant maintenance and equipment refurbishment by WTP staff	• Routine plant optimization and preventative measures to include: 1. New valve for raw creek water 2. Install particle Counter 3. Clean and inspect lake wet well 4. New valve on raw lake intake line 5. Update emergency response plan 6. Install Naramata Road booster station SCADA 7. Booster stations - pump maintenance 8. Optimization study added to address sludge handling – see AWWTP report. • Complete upgrades	• ~~2012 03 31~~ **COMPLETE** • ~~2012 02 28~~ **COMPLETE** • ~~2012 05 30~~ **COMPLETE** • ~~2012 05 30~~ **COMPLETE** • ~~2012 06 01~~ **COMPLETE** • ~~2012 06 30~~ **COMPLETE** • ~~2012 06 30~~ **COMPLETE** • 2012 Q3	• WTPS	• $69,000 ($53,173) 77%
	•	•	•	•

2012
DEPARTMENTAL WORKPLAN
FACILITIES

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
FACILITIES				
Community Centre	• General Replacements • • Miscellaneous Repairs/Safety Code • • Roof Replacement • • Theatre Lobby Renovations • • Pool Deck Security Gates • Partition Wall Rooms #2 & #3 • Fitness Room Upgrade	• Ongoing • 2012 06 30 Update • Ongoing • 2012 06 30 Update • 2012 05 31 • 2012 06 30 Update • 2012 06 30 • 2012 06 30 Update • 2012 08 31 • 2012 09 09 • 2012 07 31 • 2012 06 30 Update	• RECS • FACS • FACS • FACS • FACS • FACS • FACS • FACS • RECS • RECS • RECS	• $26,500 • 5% Complete • $10,000 • 25% Complete • $200,000 • 75% Complete • $21,000 • 80% Complete • $10,000 • $18,000 • $40,000 CF • 80% Complete
City Hall	• Committee Room A Renovation • • Board Room Upgrade • • 2nd Floor Reception Renovations • Delayed as per Development Services	• 2012 03 31 • 2102 03 31 Update • 2012 03 31 • 2102 04 15 Complete • 2012 06 30 • Rev 2012 08 31	• FACS • FACS • FACS • FACS • FACS • FACS	• $15,000 CF • 100%Complete • $5,000 CF • 100%Complete • $25,000
Climate Action Plan	• City Wide Energy Retrofits • Other City Properties Lighting Conversion • Fire Hall #2, McLaren Arena, Curling Club • • City Hall, City Yards, Fire Hall #1, Leir House Lighting Conversion	• 2012 12 31 • 2012 05 31 • 2012 06 15 Complete • • 2012 03 31	• FACS • FACS • FACS • • FACS	• $400,000 • $15,000 of above • 100%Complete • $25,000 from Planning Budget • 100%Complete
City Yards Buildings	• Garage Air Handling	• 2012 08 31 • 2012 06 30	• FACS • FACS	• $6,000 • 25% Complete

Fire Hall # 2	• Emergency Generator	• 2012 06 30 • 2012 06 30 Update	• FACS	• $23,000 Total • $15,000 CF • $8,000 • 75% Complete

R.C.M.P. Building	• Carpet Upgrade • Delayed as per RCMP request	• 2012 05 31 • Rev 2012 08 31	• FACS	• $5,000
Other Facilities	• SPCA Demolition • • • Curling Club Fresh Air Supply • Delay as per Curling Club request • Art Gallery Boiler • • • Kings Park Plumbing Upgrade • Lackawana Park Roof Replacement • • Leir House Restorations	• 2012 05 31 • 2012 03 31 Update • 2012 05 01 Complete • 2012 06 15 • Rev 2012 08 31 • 2012 02 29 • 2012 03 31 Update • • 2012 07 15 • 2012 06 30 • 2012 06 30 Complete • 2012 08 31	• FACS • FACS • FACS • FACS • • FACS • • FACS • FACS • FACS • FACS • FACS	• $25,000 • 25% Complete • 100%Complete • $5,000 • • $32,000 TBD • 12 02 01 100%Complete • $4,000 • $10,000 CF • 100%Complete • $13,300 CF
S.O.E.C.	• Dressing Room Accessibility • Vault Bar Rails • Stretching Room – CR to LR • 6' Tables	• TBD	• GSS • GSS • GSS • GSS	• $7,500 • $15,000 • $25,000 • $7,500
Memorial Arena	• Interior Lighting • Evaporative Condenser Replacement	• TBD	• GSS • GSS	• $10,000 • $40,000
P.T.C.C.	• Lighting Replacement • Door Replacement	• TBD	• GSS • GSS	• $15,000 • $7,500
Master Plan	• Develop Project Plan • Completion	• 2012 05 15 • 2012 12 31	• FACS • FACS	• $120,000
Library/Museum	• Roof Repairs* • Signage* • Washroom Renovations*	• 2012 06 30 • 2012 07 31 • 2012 08 31	• FACS • FACS • FACS	• $17,700 Total • $11,700 CF • $6,000 • $8,000 Total • $4,000 CF • $4,000 • $33,900 Total

	• Carpeting* • SEE BELOW CONSOLIDATION **** Due to condition of roof and water leakage damages occurring to I.T. equipment, books, exhibits and artifacts, all capital assigned to various Library/Museum projects are consolidated to repair full roof and prevent further and future damages. This was determined in consultation from City and Library Staff.***	• 2012 08 31 • 2012 08 31	• FACS • FACS	• $8,900 CF • $25,000 • $50,000 • $109,600 • $24,600 CF • $85,000

2012
DEPARTMENTAL WORKPLAN
Human Resources
(April 1 – June 30, 2012)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Transition Economic Development and Tourism into new model	• Handle all employee relations issues	• Q1	Gillian	• Completed
Create & Implement an Employee Engagement Plan	• Recognition & Reward System • Performance Review & Targets • Training Plan • Succession Plan • Communication	• Q2 • Q3 • Q2 • Q4 • On going	Gillian Joanna Glenn	• Within Budget, 10% complete
Compensation Program	• Create and implement	• Q2	Gillian	• Not started
IBEW Bargaining	• Ratify collective agreement	• Q1	Gillian	• Complete
IAFF Bargaining	• Commence bargaining • Ratify collective agreement	• Q4	Gillian	• Not started
Enhance HR systems, processes, procedures, and policies using the principles of continuous quality improvement and excellent customer service	• Assist with implementation of payroll and HR system • Comprehensive review of policies	• Q4 • Q3	Gillian Joanna	• Budget is held with the accounting software conversion
Achieve the Health and Safety Certificate of Recognition as deemed by WorkSafe BC	• Application to COR program • Complete GAP analysis • Review of all H&S programs and procedures • Conduct audit by external auditor	• Q4	Glenn	• Within budget • 20% complete

2012
DEPARTMENTAL WORKPLAN
INFORMATION TECHNOLOGY

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
GENERAL				
Renew cellular services contract	Go out for RFQ on cellular services and obtain cost-savings by selecting the best value quote	• Q2 2012	• KW	• No budget • 75% complete
Evaluate photocopier needs and costs	Go out for RFP as our current photocopier lease is up. Review departmental requirements and possibility of fleet reduction; obtain cost-savings by selecting the best value proposal	• Q3 2012	• KW	• N/A
HARDWARE INFRASTRUCTURE				
Develop virtualization strategy	Implement server virtualization technology; end goal of reducing 18 servers to 6 servers	• Q4 2012	• KF (lead), HC, KW	• $100,000 • 15% complete
Replace storage appliance	Replace CITYSAN1 as it has reached life expectancy and have exceeded capacity.	• Q4 2012	• KF	• $75,000 • 15% complete
Annual computer replacement program	Replace approximately 53 computers that have reached end of life, including aging computers at WWTP and WTP previously not supported.	• Q3 2012	• PJ, SW	• $71,000 • 10% complete
Purchase and deploy plotter / scanner	Purchase a plotter/scanner device as Development Services currently does not have access to a suitable machine.	• ~~Q2 2012~~ **COMPLETE**	• SW	• $20,000 • 100% complete
Replace Council Chambers audio / video system	Current equipment is over 10 years old and is consumer grade. New system will improve quality and dependability.	• Q3 2012	• KW	• $75,000 • 10% complete

Replace UPS in Data Centre	Current UPS is 10+ years old and is no longer supported. Replace with multiple smaller UPS' in order to eliminate single point of failure and optimize coverage.	• Q3 2012	• KW, HC	• $10,000
Deploy additional video surveillance server	Additional server required to replace aging server and allow recording of Community Centre cameras and expand for future growth.	• ~~Q2 2012~~ **COMPLETE**	• KF	• $8000 • 100% complete
NETWORK INFRASTRUCTURE				
Provide IT support services to WWTP and WTP	Replace aging and consumer-grade infrastructure to increase bandwidth as well as provide cost-savings through the use of existing corporate infrastructure	• Q4 2012	• HC	• $20,000
Replace end of life switches	Critical infrastructure switches have reached end of life and are no longer supported by manufacturer. Swap out 6 switches.	• ~~Q2 2012~~ **COMPLETE**	• HC	• $30,000 • 100% complete
Expand wireless network in City facilities	Establish access to the corporate network wirelessly throughout the SOEC and Community Centre	• Q3 2012	• HC	• $68,000
SOFTWARE MANAGEMENT				
Work in partnership with Accounting to replace financial software	Assist with implementation and deployment of Agresso as required.	• Q4 2012	• BS	• nil
Employ suitable technologies to engage citizens and businesses online	Deploy CityView development services portal to allow for online inspection scheduling and permit application status inquiry. Apply a theme to our online web services to ensure they reflect our web presence and branding, and design spring and fall themes	• Q3 2012 • Q2 2012	• WM • KW, Atomic Crayon	• Nil • $12,000 • 40% complete

Deploy Tempest "Calls for Service" module	Software that will be used for complaint tracking purposes and task-tracking purposes by all City departments	• Q4 2012	• WM	• nil
Develop strategy for Facilities maintenance management software	Work in conjunction with the Facilities Manager, with an emphasis on utilizing existing software	• Q4 2012	• BS	• $75,000
Implement ESRI GIS	Work with all departments to convert from outdated Mapguide to industry standard ESRI GIS software; develop a plan for future use and expansion of GIS data throughout the organization	• Q4 2012	• ER	• $200,000 • 10% complete
Implement meeting management solution	Work in partnership with the Clerks department to improve meeting agenda and minutes output; allow for paperless viewing of the agenda on iPads	• Q3 2012	• KW, Clerks	• $50,000

2012
DEPARTMENTAL WORKPLAN
PUBLIC WORKS
Updated 2012 07 05

DEPARTMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
GENERAL REVENUE – ROADS				
D/T Planter Removal – 12 Planters	• Notification – Paper, DPA, Direct • Removal & Restoration	• ~~2012 02 27~~ **COMPLETE** • ~~2012 03 05 to 23~~ **COMPLETE**	• WS • WS	• $56,000 ($27,000) 100%
Sidewalks – Duncan Ave – Atkinson to Fairview Note: Budget is combined with 4 projects current software will not break out individual costs – individual project costs are estimated	• Notification – Paper and Direct • Construction	• ~~2012 03 26~~ **COMPLETE** • 2012 04 02 to 20 **COMPLETE**	• WS • WS	• $45,000 ($27,000 est.) 100%
Sidewalks – Fairview Road – Huth to Duncan Note: Budget is combined with 4 projects current software will not break out individual costs – individual project costs are estimated	• Notification – Paper and Direct • Construction	• 2012 05 07 **COMPLETE** • 2012 05 14 to 25 **COMPLETE**	• WS • PW Crew	• $45,000 ($27,000 est.) 100%
Sidewalks – Warren Ave – Main to Mobile Home Park Note: Budget is combined with 4 projects current software will not break out individual costs – individual project costs are estimated	• Notification – Paper and Direct • Gas Permit • Construction	• 2012 04 16 **COMPLETE** • ~~2012 02~~ **COMPLETE** • 2012 04 23 to 27 **COMPLETE**	• WS • WS • PW Crew	• $10,000 ($6,000 est.) 100%
Footpaths and Walkways	Grant dependent – design, tender and construct KVR trail upgrade with recycled asphalt millings. • Complete design • Tender and Construct • Complete construction	 • ~~2012 Q2~~ **COMPLETE** • 2012 Q2 – **50%** • 2012 10 31- **July 15th**	 • DS • DS • Contractor	• $189,000 ($0) 10%
PENTICTON TRANSIT PLAN	• Review of Draft Transit Plan with the City, BC Transit and Service Providers • Presentation of the Draft Transit Plan to the Transportation	• ~~2012 02 21~~ **COMPLETE** • ~~2012 04 16~~ **COMPLETE**	• DO • BC Transit	• N/A

	Committee for Comment • Workshop with Council on the Draft Transit Plan • Draft Transit Plan to Open Council meeting • Public meetings on the Draft Transit Plan • Refinement of the Transit Plan based on feedback received • Submission of Draft Final Report • Submission of Final Report • Presentation and direction from City Council • Budget preparation • Implementation	• ~~2012 04 16~~ **COMPLETE** • ~~2012 04 16~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • ~~2012 05~~ **COMPLETE** • 2012 08 • 2012 08 • ~~2012 06 18~~ **COMPLETE** • 2012 10 • 2013 Q2	• BC Transit • BC Transit • BC Transit • BC Transit • BC Transit • BC Transit • BC Transit • DO • BC Transit	
GENERAL REVENUE – PARKS				
Skaha Playground – Upgrade Project on HOLD by request of SOCC until 2013 for fund raising and awareness	• Letter to South Okanagan Children's Charity – Budget Approval • Plan and Concept approval • Commitment from Charity • Tender / RFP – Equipment • Notification – Paper and Council • Construction • Grand Opening Ceremony	• ~~2012 02 06~~ **COMPLETE** • ~~2012 02 20~~ **COMPLETE** • ~~2012 02 20~~ **COMPLETE** • 2013 02 • 2013 05 • 2013 05 to 06 • 2013 06	• PS • PT • PS • PT • PT • P Crew • PS	• $50,000 ($) %
Skaha Park Elm Ave Development	• Design • Notification – Council, Papers, & Direct • Construction	• ~~2012 02~~ **COMPLETE** • ~~2012 03 12~~ **COMPLETE** • ~~2012 03 12 to 05 18~~ **COMPLETE**	• PS • PS • P & PW Crews	• $180,000 ($164,000) 100%
Handicapped Beach Access – Skaha Beach	• Consultation • Design • Notification • Construction	• 2012 04 to 06 **COMPLETE** • 2012 05 **COMPLETE** • 2012 07 **COMPLETE** • 2012 07 **COMPLETE**	• PS • PT • PT • PW Crew	• $40,000 ($4,100) 10%
Kings Park Fence Extension	• Quotes • Construction	• 2012 03 - **COMPLETE** • 2012 03 - **COMPLETE**	• PT • Contractor	• $15,000 ($15,985) 100%

Bleacher Replacement Program	• Quotes • Construction	• 2012 08 • 2012 08	• PT • Contractor	• $10,000 ($) 0%
Small Parks Projects • **KVR Informational Signs** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Design • Quotes • Install	• 2012 07 • 2012 07 • 2012 07 to 08	• PT • PT • P Crew	• $4,000 ($) %
Small Parks Projects • **KVR Warning Signs / Crosswalks** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Design • Quotes • Install	• ~~2012 06~~ - **COMPLETE** • 2012 06 • 2012 06	• PT • PT • PW Crew	• $4,000 ($2,000) 50%
Small Parks Projects • **Okanagan Park - Water Expansion** **Note Electrical connections also constructed** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Design • Notification – User Groups / Event Coordinator • Install	• ~~2012 05~~ - **COMPLETE** • ~~2012 05~~ - **COMPLETE** • ~~2012 05~~ - **COMPLETE**	• PT • PT • P Crew	• $4,000 ($4,000) 100%
Small Parks Projects • **Skaha Sundial Decking** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Construction	• 2012 09	• P Crew	• $3,500 ($) %
Small Parks Projects • **GYRO Parks Signage** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Design • Quotes • Install	• 2012 07 • 2012 07 • 2012 08	• PT • PT • P Crew	• $3,500 ($) %
Small Parks Projects **Buoys** Note: Budget is combined with 6 projects current software will not break out individual costs – individual project costs are estimated	• Quotes • Install	• 2012 06	• PT • P Crew	• $1,500 ($1,000) 75 %
Pathway Repairs	• Area Identification • Construction	• 2012 05 • 2012 05 to 06	• PS • PW Crew	• $10,000 ($ 0) 25%
Ellis Creek Trail Head – CF	• Construction Completion • Opening Ceremony	• ~~2012 03 31~~ - **COMPLETE** • ~~2012 06~~ - **COMPLETE**	• P Crew • PS	• $85,900 ($83,600) 100%
PENTICTON PARKS MASTER PLAN	• Preparation of Draft Master Plan Document	• 2012 07	• DO	• N/A

	• Workshop with Council on the Draft Parks Master Plan • Revisions to the Draft Parks Master Plan based on Council feedback • Draft Parks Master Plan to Open Council meeting • Public meetings on the Draft Parks Master Plan • Refinement of the Parks Master Plan based on feedback received • Presentation and direction from City Council • Budget preparation • Implementation	• 2012 08 20 • 2012 09 • 2012 09 17 • 2012 09 • 2012 10 • 2012 10 22 • 2012 10 • 2013 Plus	• DO • DO • DO • DO • DO • DO • PS • PS	
CEMETERY				
Cemetery Master Plan – CF **This project will be deferred to 4th quarter and will be complete in 2013.**	• Create RFP / Purchase Used • RFP Evaluation • Council Approval – If Required • Issue PO • Review Draft Report • Introduction to Council / Public Process • Final Report to Council	• 2012 ~~04~~ 08 • 2012 ~~05~~ 09 • 2012 ~~05 22~~ 10 01 • 2012 ~~05~~ 10 • 2012 ~~08~~ 01/13 • 2012 ~~09 04~~ 02/13 • 2012 ~~10 01~~ 03/13	• PWM • PWM • PWM • PWM • PWM • PWM • PWM	• $80,000 ($) 0%
WATER UTILITY				
Rural Meter Pits	• Notification • Construction	• Prior to work • ~~2012 03 to 10~~ **COMPLETE**	• WS • PW Crew	• $45,000 ($45,000) 100%
Irrigation Upgrading	• Planning of Projects • Notification as required • Construction	• ~~2012 02 to 03~~ **COMPLETE** • As required • 2012 02 to 10	• WS • WS • PW Crew	• $30,000 ($24,000) 85%
Greyback Dam Upgrades	• Planning / Design / Eng Approval • Procurement of Gates	• ~~2012 01 / 02~~ **COMPLETE** • ~~2012 02 / 03~~ **COMPLETE**	• PWM • WS	• $350,000 ($241,000) 49%

	• Review of Environmental / MOE Notification • Construction	• 2012 03 / 04 **SUBMITTED** • 2012 08 to 09	• WS • Contractor	
Penticton 2 Dam Upgrades	• Predesign / Design • Tender Package • MOE Approval / Environmental Impact Assessment • Tender Award • Preconstruction Meeting • Notification • Construction	• **COMPLETE** • 2012 02 to 03 - **COMPLETE** • 2012 03 - **Pending** • 2012 05 - **Pending** • 2012 ~~06~~ 08 • 2012 07 / 08 • 2012 08 / 11	• PWM - Lead • WT– Support • WS - Support	• $1,550,000 ($233,700) 15%
Misc Dam Projects	• Design / Dam Safety Approval • Construction	• 2012 07 / 08 - **COMPLETE** • 2012 07 / 08	• WS - Lead	• $13,500 ($2,700) 20%
Fire Hydrant Spacing Improvements Note: $60,000 was transferred to Capital Works for Hydrant Installations	• Planning • Notification – As Required • Construction	• **COMPLETE** • As required • 2012 03 to 11	• WS - Lead	• $80,000 ($60,000) 75%
Leak Detection Program	• Tender • Notification • Perform Project	• ~~2012 03~~ **COMPLETE** • Week prior to work commencing **COMPLETE** • ~~To be determined~~ **COMPLETE**	• WT - Lead	• $18,000 ($20,300) 100%
SEWER UTILITY				
Compost Site – Upgrades	• Replacement as required	• 2012 12	• WS - Lead	• $5,000 ($) %
FLEET				
Purchase Fire Truck	• Create RFP / Purchase Used • RFP Evaluation • Council Approval • Issue PO	• ~~2012 02~~ COMPLETE • ~~2012 03~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE**	• FMS • PM • PWM • PM	• $650,000 ($570,000) 75%

	• Take Possession	• 2012 12	• FMS	
Purchase Loader	• Create RFP / Purchase Used • RFP Evaluation • Council Approval • Issue PO • Take Possession	• ~~2012 02~~ **COMPLETE** • ~~2012 03~~ **COMPLETE** • ~~2012 04 02~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 06~~ **COMPLETE**	• FMS • PM • PWM • PM • FMS	• $170,000 ($154,000) 100%
Purchase Street Sweeper	• Create RFP / Purchase Used • RFP Evaluation • Council Approval • Issue PO • Take Possession	• ~~2012 05~~ **COMPLETE** • ~~2012 06~~ **COMPLETE** • ~~2012 07 16~~ **COMPLETE** • ~~2012 07~~ **COMPLETE** • ~~Variable~~ **COMPLETE**	• FMS • PM • PWM • PM • FMS	• $210,000 ($173,000) 100%
Purchase Line Truck	• Create RFP / Purchase Used • RFP Evaluation • Council Approval • Issue PO • Take Possession	• 2012 07 • N/A • 2012 08 • 2012 08 • 2012 12	• FMS • PM • PWM • PM • FMS	• $120,000 ($) %
Purchase Misc Parks Equipment	• Purchase	• Variable	• FMS	• $8,000 ($1,400) 20%
Fleet GPS	• RFP • Evaluation • Council Approval • Issue PO • Training – Install and User • Policy Review / Notification • Installation	• **COMPLETE** • ~~2012 02~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • ~~2012 04~~ **COMPLETE** • 2012 04 to 08 – In Progress • 2012 04 - **COMPLETE** • 2012 12 – In Progress	• FMS • PM • PWM • PM • PWM • PWM • FMS	• $31,000 + Installation ($26,000) 80%

2012
DEPARTMENTAL WORKPLAN
PURCHASING DEPARTMENT
(April 1 – June 30, 2012)

DEPARTMENTAL ACTIVITIES	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($, % COMP.)
Tenders, RFP, RFQ	~~Prepared, posted and advertised 25 Tenders, RFPs and RFQ – Q1~~	• 2012-Q1	PM	• Complete
	Prepared, posted and advertised 20Tenders, RFPs and RFQ – Q2	• 2012-Q2	PM	• On-going
Cost Savings / Revenue	Dispose of surplus/obsolete equipment • ~~$21,855.64 – Q1~~ • $33,523.63 - Q2	• On-going	SB	• On-going
	Cost savings by obtaining quotes • ~~$46,879.49 – Q1~~ • $714,119.09 – Q2	• On-going	PM SB	• On-going
Purchasing/Receiving/Invoicing	Process purchase orders, receive goods and match packing slips to invoice and purchase order on daily basis. ~~Q1 Stats~~ ~~• PO's issued – 219~~ ~~• Work Orders issued – 393~~ ~~• Invoices processed - $6,874,298.39~~ ~~• Purchasing Card - $124,362.36~~ Q2 Stats • PO's issued – 204 • Work Orders issued – 415 • Invoices processed - $2,568,944.80 • Purchasing Card - $143,750.53	• On-going	PM SB PS	• On-going
Notices	Notices sent to tenants and property owners as required.	• On-going	PWS ES	• On-going

	~~Q1 stats~~ • ~~400+ meter replacement notices~~ • ~~90+ brushing and rotten private pole letters~~ • ~~43 Skaha Park expansion letters to Elm Ave residents~~ • ~~2012 road and sewer capital works project notices to affected tenants and property owners~~ • ~~Contact list prepared for Okanagan lakeshore redevelopment project public consultation~~ Q2 stats • Notification to Capital Works projects affected residents and businesses • Special Event Permits for Bare Bones Duathlon, Okanagan Children's Festival, MeadowLark Festival, Big Bike Event, Peach City Half Marathon/10K event, and Bike to Work Week.		EUS	
BC One Calls	Provide locate information for all BC One inquiries. ~~Q1 stats~~ • ~~198 responses~~ Q2 stats • 227 responses	• On-going	EUS	• On-going
E3 – Energy, Environment and Energy	~~Data input of fleet stats for BC Climate Action Plan~~ ~~2011 – complete~~ Q2 – Smart Tool live for Fleet	• On-going	PS	• On-going
Purchasing Policy	Amend Purchasing Policy to reflect needs of the corporation - include purchasing used equipment and green purchasing component	• 2012-Q2	PM Select committee	• 0%
Invoice Approvals	Prepare procedures for invoice approval process	• 2012-Q2	PM PS C APC	• 0%
Warehouse Requisitions	~~Input and post warehouse every 2nd day~~	• 2012-Q2	PM	• COMPLETE

			PS SB	
Annual Inventory Count	Arrange and organize staff for annual inventory count in September	• 2012-Q3	PM PS SB C	• 0%
Purchasing Cards	Reconcile list of card holders	• 2012-Q2	PM	• 50%
Authorized Signatories	Update list and value of authorized signatories for purchases	• 2012-Q2	PM	• 50%
Purchases	Daily orders of inventory and project items	• On-going	PM SB PS	• On-going

2012
DEPARTMENTAL WORKPLAN
RECREATION SERVICES

DEPARMENTAL WORKPLAN	ACTION	TIMELINE (Year/Mth/Day)	STAFF ASSIGNED	BUDGET ($. % COMP.)
RECREATION				
Recreation 5 Year Strategic Plan	• Budget • Develop Planning Process • Community Survey To Include Evaluation and Needs Assessment • Survey Return • Completion of Strategic Plan • Annually Adjust	• 2012/05/01 – 2012/12/31 • 2012/05/31 • 2012/07/31 • 2012/08/31 • 2012/12/31 • Ongoing	• RECS • RECS • RECS • RECS • RECS • RECS	• $20,000 • 12/06/30 100% • Directed to be deferred to 2013 to not compete with City survey • 12/06/30 50%
Marketing Plan	• Develop Planning Process • Completion of Plan	• 2012/05/15 • 2012/06/30	• RECS • RECS	• 12/06/30 90% • 12/06/30 30%
Loyalty Club	• Develop Planning Process • Full Launch Date	• 2012/05/31 • 2012/09/01	• RECS • RECS	• 12/05/31 100% • Under Review
New Revenue Streams	• Dale Charles Physiotherapy • Food & Beverage Concession • Cleland Theatre Optimization Plan • Cleland Theatre Marketing • Cleland Lobby Renovation • Multi-Sport Contract • New Indoor / Outdoor Triathlon • Rooms / Leases / Retail / • E-Commerce / Advertising / Naming / Sponsorships Plans	• 2012/04/02 • 2012/05/01 • 2012/05/01 • 2012/06/01 • 2012/05/31 • 2012/03/01 • 2012/11/01 • 2012/06/30 & Ongoing • 2012/06/30 & Ongoing	• RECFACS • RECFACS • RECS • RECS • FACS • RECS • RECS • RECS • RECS	• 12/04/02 100% • 12/05/31 100% • 12/03/31 100% • 12/06/30 75% • 12/06/30 85% • 12/03/01 100% • • Ongoing • Ongoing
Fees & Charges 3 Year Plan	• Competitive Analysis for Admissions, Programs & Rentals	• 2012/08/31	• RECS	• 12/06/30 10%

	• Venues Expense Analysis • Fees & Charges Policy Update • Fees & Charges Bylaw Update	• 2012/09/30 • 2012/10/31 • 2012/11/30	• RECS • RECS • RECS	• 12/06/30 10%
Business Management Report System	• Needs Assessment • Programming Tools • Report Development • CLASS Integration	• 2012/04/15 • 2012/04/30 • 2012/05/01 • Ongoing	• RECS • RCITFINS • RCITFINS • RECSITS	• 12/04/15 100% • 12/06/04 100% • 12/06/11 100% • Ongoing *Remaining work in this area awaiting financial software conversion.*
Spring / Summer Recreation Guide	• Development and Editing • Distribution • Registration Commences	• 2012/02/20 • 2012/03/07 • 2012/03/07	• RECS • RECS • RECS	• 12/02/20 100% • 12/03/07 100% • 12/03/07 100%
Fall / Winter Recreation Guide	• Development and Editing • Distribution • Registration Commences	• 2012/08/13 • 2012/08/29 • 2012/08/29	• RECS • RECS • RECS	• 12/06/30 75%
Fitness Room Upgrade	• Equipment Install & Completion	• 2012/05/31	• RECPURS	• 12/06/30 80%
Advertising Policy	• Presentation to Council & Approval	• 2012/04/02	• RECS	• 12/03/05 100%
Sponsorship Policy	• Presentation to Council & Approval	• 2012/04/02	• RECS	• 12/03/05 100%
Donation Policy	• Presentation to Council & Approval	• 2012/04/02	• RECS	• 12/03/05 100%
Waterfront Enhancement and Downtown Revitalization	• Outdoor Festival/Event Planning • Facilitate City Wide Department Consultation • Streamline Outdoor F/E Organization Process • Develop Comprehensive Event Planning Guide • Develop New Event Application Form • Final Guide Copy Formatted • Distribute New CEPG and EAF to All Event Organizers • Develop Special Event Calendar	• Ongoing • 2012/03/15 & Ongoing • 2012/03/31 • 2012/03/31 • 2012/03/31 • 2012/04/30 • 2012/04/30 • 2012/04/15	• RECS • RECS • RECS • RECS • RECS • RECSITS • RECS • RECS	• Ongoing • 12/03/16 100% • 12/03/31 100% • 12/03/31 100% • 12/03/16 100% • 12/05/18 100% • 12/05/18 100% • 12/05/18 100%

	Communication Plan • Implement SECCP to All Internal and External Stakeholders	• 2012/04/30	• RECS	• 12/04/30 100%

Penticton RCMP Detachment
Status Report
2nd Quarter, 2012

Commander: **Insp. Brad HAUGLI**
(250) 492-4300

Human Resources

Employees

34	Police Officers (Municipally funded)
5	Police Officers (Provincially funded)
2	Police Officers (Federal and Provincial funding split - PIB First Nations Policing)
6	Reserve Police Officers (deployed regionally)
23	Municipal Employees – includes Regional Crime Analyst, Crime Stoppers Coordinator, Community Policing Coordinator, LAN Administrator and Victim Services.
2	Provincial Employees (Federal Public Servants)

Volunteers

10	Auxiliary Police
33	Citizens on Patrol and Speed Watch
13	Restorative Justice Facilitators
8	Victim Services
2	Community Policing

Regional Police Dog Services

1	Police Officer (Penticton - Municipally funded)
1	Police Officer (Provincially funded)

Regional Forensic Identification Services

1	Police Officer (Penticton – Municipally funded)
1	Police Officer (Provincially funded)

Regional Investigative Services (Plainclothes)

9	Police Officers (Penticton - Municipally funded)
1	Police Officer (Provincially funded) – based at Penticton Detachment
3	Police Officers (Provincially funded) – based at Oliver Detachment

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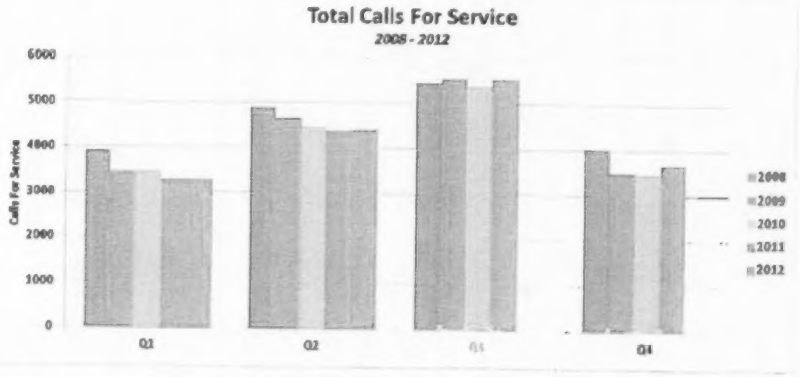
Operational Report

Incident Statistics

During the second quarter of 2012, Penticton RCMP responded to **4415** calls for service[i] compared with **4392** calls in the second quarter of 2011. This corresponds to an increase of **less than 1%.**



Crime Trends[ii]

Penticton RCMP responded to **5%** more Criminal Code files during the second quarter of 2012 than during the same quarter last year, driven by a significant increase in certain property crime types, as described below.

Penticton	Selected Criminal Code Offenses				
	2011 Q2	2011 YTD	2012 Q2	2012 YTD	11 - 12 Change
ASSAULTS	111	201	80	149	▼
ROBBERIES	9	11	0	7	▼
With Weapon	0	2	0	2	↔
With Firearm	0	0	0	1	▲
Other	9	9	0	4	▼
SEXUAL ASSAULT	9	17	5	10	▼
HOMICIDES (incl. attempt)	0	0	0	0	↔
THEFT FROM VEHICLES	101	168	154	238	▲
VEHICLE THEFT	32	51	33	64	▲
BREAK AND ENTERS	51	99	72	124	▲
Business	22	53	51	73	▲
Residential	24	35	16	36	▲
Other	5	11	5	15	▲
OTHER THEFT	181	315	150	260	▼
CAUSE DISTURBANCE	189	335	231	368	▲
MISCHIEF	165	303	179	296	▼

Commercial B&Es jumped substantially from the first to second quarters, from **22** to **51**, due in part to a series of **36** break-ins to apartment building common laundry rooms reported since mid-February. RCMP arrested a 42-year-old male in November 2011 for a similar series of break-ins. Police are currently investigating these new incidents.

The rate of thefts from vehicles was also a significant influence in this quarter's elevated rate of Criminal Code violations, with **42%** more reports received thus far in 2012 than during the same period in 2011. Many of these reports originated in the city's north and northeast neighbourhoods and the majority of the vehicles targeted were left unlocked overnight with valuables inside.

Cause disturbance complaints, another high-volume crime type, also increased from **137** in the first quarter of 2012 to **231** in the second quarter, a jump of nearly **70%**. This increase was driven in part by a higher rate of calls for service generated by chronic nuisance offenders – nearly a third of this quarter's cause disturbance complaints were generated by these nine local individuals (see page 9).

Thefts of vehicles, although overall slightly higher than they were during the first two periods last year, have remained steady since their peak in the fourth quarter of 2011. This is likely due in part to

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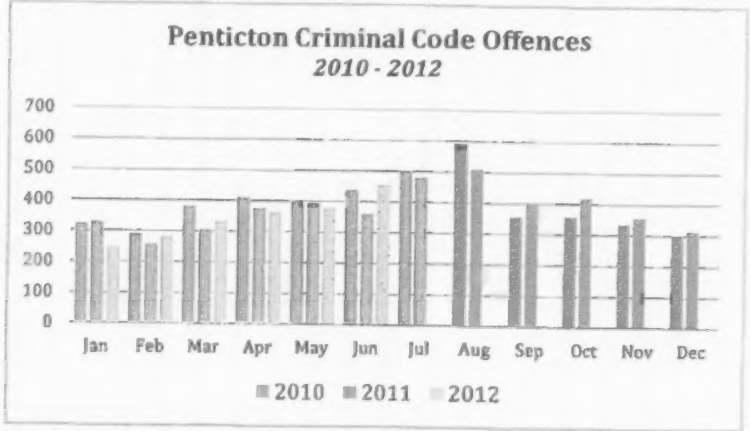
the arrest of a highly prolific property offender in April 2012, who was believed to have been responsible for a significant number of auto thefts and other property crime types throughout the jurisdiction. Penticton RCMP continues to actively target the city's most prolific vehicle thieves through regular use of bait vehicles, rigorous compliance checks and other investigational tactics.

Residential break and enters peaked at **34** during the third quarter of 2011 and have been lower than average since that time, with only **20** last quarter and **16** this quarter. Violent crime including assault, sexual offences and robberies have all declined significantly in 2012, with decreases of between **25** and **42%** from the first six months of 2011 and zero robberies reported within Penticton city this quarter. Mischief complaints and other theft subtypes such as bicycle theft and shoplifting were also lower during the first half of 2012.



Arrests and Charges

Between April 1st and June 30th, 2012 charges were forwarded to Crown Counsel against offenders relating to **41** assaults, **100** breaches of various court orders, **27** thefts and **4** break and enters, amongst other crime types. Notable arrests made during the second quarter included the following:

- On April 26th, RCMP arrested a known offender who was featured on a recently published list of BC's top 10 most wanted car thieves. The offender, a 21-year-old male, was wanted on seven outstanding warrants for robbery while wearing a mask, possession of a knife for the purpose of committing an offence, theft over and under $5000 and breach of undertaking. He has been remanded into custody awaiting court.
- On May 3rd members responded to a report of a break-in at the Villa Rosa restaurant on W. Westminster Ave. Suspects were seen entering the building by breaking the front window with a rock. They then stole liquor from the bar area and fled on foot. RCMP attended and located a 17-year-old male and a 17-year-old female hiding nearby. Both were arrested and charged with the B&E.
- On May 25th members responded to a report of a theft of wire in the downtown core. Members attended and located two males, ages 47 and 43, removing copper wire from the back of a truck. The 47-year-old male, a known copper thief on bail for a previous metal theft in Kelowna, was arrested and held in custody pending court. The other male was arrested and released on conditions.
- On June 5th RCMP arrested a 17-year-old male accused in the stabbing death of a 16-year-old male at a graduation party last year. The suspect was out on bail for that incident but was arrested for breaching his curfew conditions. He is currently in custody.

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Priority Areas

On April 12th, 2012, the OIC of the Penticton RCMP and Penticton Mayor Dan Ashton signed an Acknowledgement of Consultation (see Appendix A, page 13) which defined the following list of priorities:

1. Substance Abuse – Drugs and Alcohol
2. Traffic – Safety
3. Safety – Child/Youth Safety

The initiatives relating to the above noted three priorities are explained below.

Drug Enforcement[iii]

During the second quarter of 2012 Penticton RCMP investigated **66** founded drug offences.

14 of these files were related to illicit drug trafficking, including cocaine (**6**), cannabis (**3**), methamphetamine (**3**), LSD (**1**), ecstacy (**1**), heroin (**2**), morphine (**1**) and other drugs (**1**). **2** of these files involved the trafficking of two or more different drug types by the same individual or group of individuals.

Of the **14** trafficking files investigated during the second quarter of 2012, **11** have resulted in charges to date (**78.5%** charge rate). **27** total trafficking **charges** were forwarded to Crown Counsel during the second quarter.

Traffic Safety

Penticton Municipal Traffic Section

Throughout the quarter the Penticton RCMP's municipal traffic section worked closely with media outlets to promote traffic safety and awareness of current campaigns and enforcement targets. The section also supported the regular compliment of on-duty members and undertook to patrol the downtown area and attend community events on police mountain bikes. Of particular mention is the support extended to the Peach City Beach Cruise 2012 in the parade and throughout the weekend. Penticton traffic section, in response to concerns raised by local Naramata residents, devised a project to address worries relating to drivers speeding and driving without due care. Members also continued to take a proactive approach to school zone enforcement throughout the city of Penticton. High traffic volume areas were targeted utilizing unmarked police vehicles, plainclothes members and auxiliaries to enforce seatbelt and distracted driving laws. Penticton's traffic section logged over **675** written contacts with the public in the second quarter of 2012.

Impaired Driving[iv]

Between April and June 2012 Penticton RCMP charged **21** drivers with impaired driving and related offences under the Criminal Code, while a further **11** drivers were given 90-day Immediate Roadside Prohibitions (IRPs), **1** driver was given a 7-day IRP and **9** drivers were given 3-day IRPs. A further **13** drivers were given 24-hour prohibitions for alcohol use and **6** drivers were given 24-hour prohibitions for drug use.

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Speed Watch

Penticton Speed Watch is being organized by a volunteer with a minimum of one shift per month, with several more deployments in the latter part of the quarter due to favorable weather. Statistics are being recorded and forwarded to ICBC monthly.

Youth

Youth initiatives and member involvement with youth remain a focus of the Penticton Detachment, including the following:

- The Community Policing Coordinator was successful in securing $19,200 in funding from the Ministry of Justice for an education and awareness project on the harms of ecstasy use. This project is a cooperative venture and includes Child and Youth Mental Health (MCFD), the Okanagan Boys and Girls Club and Interior Health Mental Health and Substance Use Services as partners. The project has three main components; the first is the development of a web-based resource that will allow players to select different responses to scenarios involving youth and ecstasy. The second component is a Facebook page "Ecstasy: Nothing's Free" with information on ecstasy and links to more information and resources. To drive the community towards the Facebook page a business card sized information piece was developed with a QR code that automatically sends the user to the page. The final component of the project is the development of a peer mentorship group, tentatively scheduled to begin in the fall. A community introduction to the project took place on May 30th at Shatford Centre and included a panel of experts comprised of Superintendent of Schools Wendy Hyer, Insp. Brad Haugli, Penticton Drug Task Force team member Cst. Mike Lewendon, Team Leader for Child and Youth Mental Health Deb Hardman, In-patient Unit Team Lead Shane Henry and Ginger Challenger who is the Youth Outreach Substance Abuse worker from IHA and a project team member.
- 'The Girl's Group' at KVR continues to be quite active with six to ten participants each meeting.
- The Community Policing Coordinator continues to participate in integrated case management meetings with various stakeholders within the community.
- The REFLECT Program's fourth and final retreat of the year took place June 11th – 13th. The early date in April was rescheduled due to flooding in Tulameen. The June retreat was a scaled-down model as a result of the rescheduling with one overnight in Okanagan Falls. This retreat brought together group A and group B of girls. It was a very successful retreat and culminated with a trip to the Peachland Zip Line, which was an amazing opportunity for the girls. The project initially received funding of $10,000 from the Mounted Police Foundation and over the duration of this project, 20 girls have participated. The final project report is being developed on July 4 and the coordinators are hopeful that additional funding will be able to be sourced to continue this extremely worthwhile project.
- The Community Policing Coordinator continues to work with the Threat and Risk Assessment committee on a community protocol and the adoption of the protocol was scheduled for May 2012. The protocol was put to good use this past quarter when dealing with a youth involved with a weapon.
- DARE continues to be supported by the Penticton Detachment with DARE curriculum being delivered to **287** students in **16** classes at **6** different schools during the 2011-2012 school year.

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- Penticton RCMP members were present at the annual unsanctioned Sunset graduation party which took place this year in a rural area on Campbell Mountain. Members spoke with the youth in attendance about making good decisions and being respectful of one another. Road checks were also set up nearby. Overall, the party was uneventful.

Other Initiatives

Community Engagement

Downtown Community Policing

The Downtown Community Policing Office coordinates all RCMP volunteer operations, including Citizens on Patrol, the Auxiliary Constable program and Penticton Speed Watch, all of which aid in enhancing police-to-community contact. Volunteer numbers remain stable with a roster of **43** active volunteers.

The second quarter was steady in all areas of community policing. Presentations were made to several groups and churches on a variety of topics areas including identity theft, power wheelchair use, home security, landlord and tenant issues and Block Watch. These presentations have led to more community groups seeking input from this office with fall dates now being planned. Community Policing was also present at a public Emergency Services display at the Penticton Farmer's Market on May 5th.

The South Okanagan Wellness Society (SOWS) has asked the Community Policing office to partner with them in delivering a presentation on identity theft and fraud as part of a three-part information series that SOWS is producing. To date two presentations have been delivered as part of this partnership.

Downtown Community Policing also continues to conduct Crime Prevention through Environmental Design (CPTED) examinations of homes and businesses as requested, and delivers safety lectures to apartment managers on screening and dealing with tenants.

Meetings with the Downtown Penticton Association (DPA) Director Barb HAYNES continue on a weekly basis. At each meeting the director is presented with a detailed crime report and the crime map for the city for the previous week. A concern that continues to be raised by both the DPA and the downtown merchants directly is the small group of local disorderly persons who frequent the downtown core. With the weather now improving, these persons frequent the area more often, sometimes in states of heavy intoxication and/or causing problems for businesses, shoppers and other pedestrians. This matter has been discussed with the Penticton RCMP Operations NCO and the RCMP's Community Safety Team is actively exploring options to assist in dealing with this problem.

Penticton Detachment Rural Section

The Penticton RCMP rural section continues to provide police response in the five rural communities which fall within the rural jurisdiction, including Kaleden, Apex, OK Falls, Naramata and Faulder. The NCO in charge of rural policing engages with community and electoral representatives of each area on a regular basis. During the second quarter of 2012 members were busy with an emergency evacuation of the community of Indian Rock in Naramata and worked closely with RDOS emergency response staff and Penticton Search and

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Rescue members to ensure the safety of the residents and their properties which remained unoccupied for several days.

On April 29th an ATV associated to a missing Kelowna man was discovered burning at the entrance of the KVR's Adra Tunnel, resulting in severe damage to the inner structure of the tunnel itself and placing the integrity of the tunnel and public safety in jeopardy. Police searched the tunnel for the missing man and further recommendations were made to the Ministry of Forests, Lands and Natural Resources to have the tunnel permanently closed to public access until such a time that its safety can be assessed. The missing male has not yet been located.

A complaint of graffiti damage to several benches installed along the KVR in Naramata was also investigated this quarter and the young person responsible was identified, arrested and charged with mischief to public property.

A meeting with Naramata community members is currently in its planning stages with the goal of reestablishing the Citizens On Patrols program which was once active in Naramata. RCMP rural section is also preparing for their role relating to traffic safety associated with the upcoming Grand Fondo bike race, scheduled for July 8th.

Auxiliary Constable Program

The present nominal role for Penticton's Auxiliary Constable Program is **10** members. A/Csts continue to actively supporting the Lock Out Auto Crime project, which involves patrols conducted in residential areas that have had increased rates of auto crime. The feedback from the residents has been extremely positive. A/Csts also conduct regular foot patrols at the Saturday Farmer's Markets downtown, which have had very positive feedback.

Citizens on Patrol (COPs)

This dedicated group of volunteers continues to patrol the streets in the evenings. Presently they patrol Saturday evenings from 2000 to 2400 hours. On any given night there is a minimum of 2 patrol vehicles and often 3 vehicles are out at one time. A new scheduling system was implemented in January and is now working very well. Alternating shift hours for July and August are now in place to accommodate the volunteers that wish to work past midnight. Okanagan Falls COPs also have one vehicle out between 2000 and 2300 hours.

Penticton Industrial Development Association – PIDA

The Community Policing Coordinator and the Penticton Industrial Development Association did not meet this quarter. Criminal activity in the industrial development area has remained stable with little activity in the past three months.

Restorative Justice

Penticton Community Policing continues to offer the Restorative Justice Program. **6** youth were referred this quarter through **4** restorative justice circles involving a total of **27** participants and **18** volunteer hours. The Restorative Justice Coordinator accepts referrals from RCMP as well as directly from schools, and acts as a resource for the local school district in the implementation of Restorative Justice principles.

The Restorative Justice Coordinator continues to participate in the wrap-around team for youth at risk, with participants including the Penticton School District, Child and Youth

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Mental Health, MCFD, IHA Addiction Services, Youth Probation, Youth Forensics and the Aboriginal Justice Strategy. The Restorative Justice Coordinator also participates in the wrap-around team for adults with mental illness who are involved in the criminal justice system, with participants including Adult Mental Health, Forensics, the Aboriginal Justice Strategy and the Ministry of Social Development and Housing.

Committees

Penticton RCMP's OIC continues to be involved with the United Way and also chairs the Community Advisory Committee which meets quarterly.

Victim Services Program

Between April 1st and June 30th 2012 Penticton and Summerland Victim Services provided support to **70** new clients and continue to provide support to clients in **214** active files. Clients receive emotional support and are updated with current information related to their file including any court appearances scheduled for those charged on the file. Victim Services also works with clients to ensure that they are aware of their rights under the Victims of Crime Act and assist the clients to receive any benefits and referrals to which they are entitled.

This quarter, Victim Services provided support for victims of the following:

Domestic Violence - **11**	Motor Vehicle Incident - **11**	Youth Sexual Assault - **10**
Property Crime - **8**	Uttering Threats - **7**	General Assaults - **6**
Sudden Deaths - **6**	Suicide - **2**	Adult Sexual Assault - **2**
Breaches - **1**	Family Assaults - **1**	Mental Health Act - **1**
Robbery - **1**	Child Pornography - **1**	Murder - **1**
Missing Person - **1**		

Significant files this quarter included the following:

- Court support was provided to witnesses testifying in a fatal motor vehicle case.
- Support was provided for a female whose husband suffers from a mental illness which had caused him to become a threat to the family.
- Court support was provided to a youth and her family during the trial of her stepfather who was charged with sexual assault and living off the avails of a prostitute.
- Four days of court support was provided to the family of a female who had been unlawfully confined with her toddler in a second-hand store last summer.
- Court support was provided to a female and her two young children who were victims of a violent home invasion.
- Support was provided to the family of the victim of a fatal stabbing when the accused was arrested for breaching his conditions.

VS provided court support to **95** people for a total of **105** hours in court

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Prolific and Chronic Nuisance Offenders

Chronic Nuisance Offenders[v]

Nine Penticton residents qualified as active chronic nuisance offenders in the city of Penticton during the last six months, together generating approximately **4%** of the city's total files and approximately **20%** of the city's total liquor act and cause disturbance reports for that time period. The group includes two females and seven males between the ages of 27 and 56 who suffer from mental health and/or substance abuse issues. As of the time of this report, three of the individuals were in custody due to breaches of court-ordered conditions while the remaining five individuals were out in the community.

Prolific Offender Management and Inter-Agency Communication

Penticton RCMP is committed to fostering an inter-agency approach when focusing on prolific and priority offenders in the community. The Community Safety Team NCO encourages the interaction between the unit and stakeholder agencies. Members of the Community Safety Team attend regular meetings with youth and adult probation officers, as well as collaborate with local parole officers. These relationships have been instrumental in the identification of high-risk individuals and the timely dissemination of critical information such as warrants, address changes, conditions and other compliance measures. RCMP also liaises with other detachments across the province to ensure that warrants are executed in the event that an offender has relocated outside of the detachment area.

The Penticton Community Safety Team (CST) continues an aggressive approach to compliance checks on local offenders – CST conducted over **60** curfew checks this quarter resulting in **7** breaches.

Crime Stoppers

Crime Stoppers received **70** tips relating to events in Penticton and area during the second quarter of 2012, resulting in **6** arrests and **19** cases cleared.

Penticton's Crime Stoppers Coordinator delivered two presentations this quarter, one to the Elks Club and one to the Eagles in Penticton. Crime Stoppers has provided promotional items to the detachment which have been quite well received. The Coordinator has been exceptionally busy this quarter preparing for the annual Charity Golf Tournament which was held on the first Saturday in June. The results reflected the efforts put forth, with the highest attendance in the past 12 years including **120** golfers and **4** teams from Penticton Detachment.

The Mugshot program, which involves publishing photos of the city's 'most wanted' weekly in the local newspapers, has realized considerable success and resulted in numerous warrants being executed as well as the generation of new information pertaining to current investigations.

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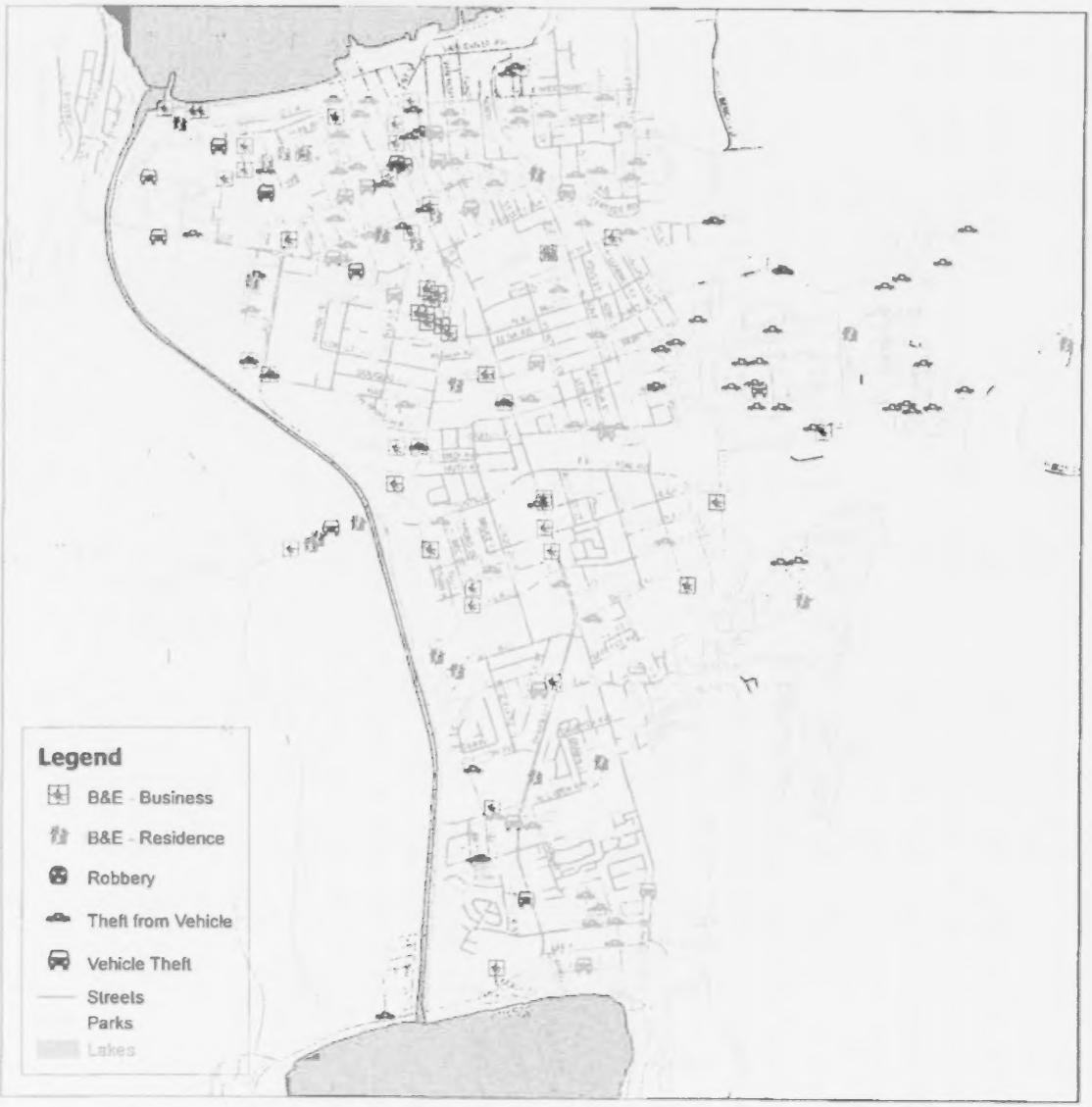
Maps

Selected Criminal Code Offences
Quarter 2, 2012[vi]



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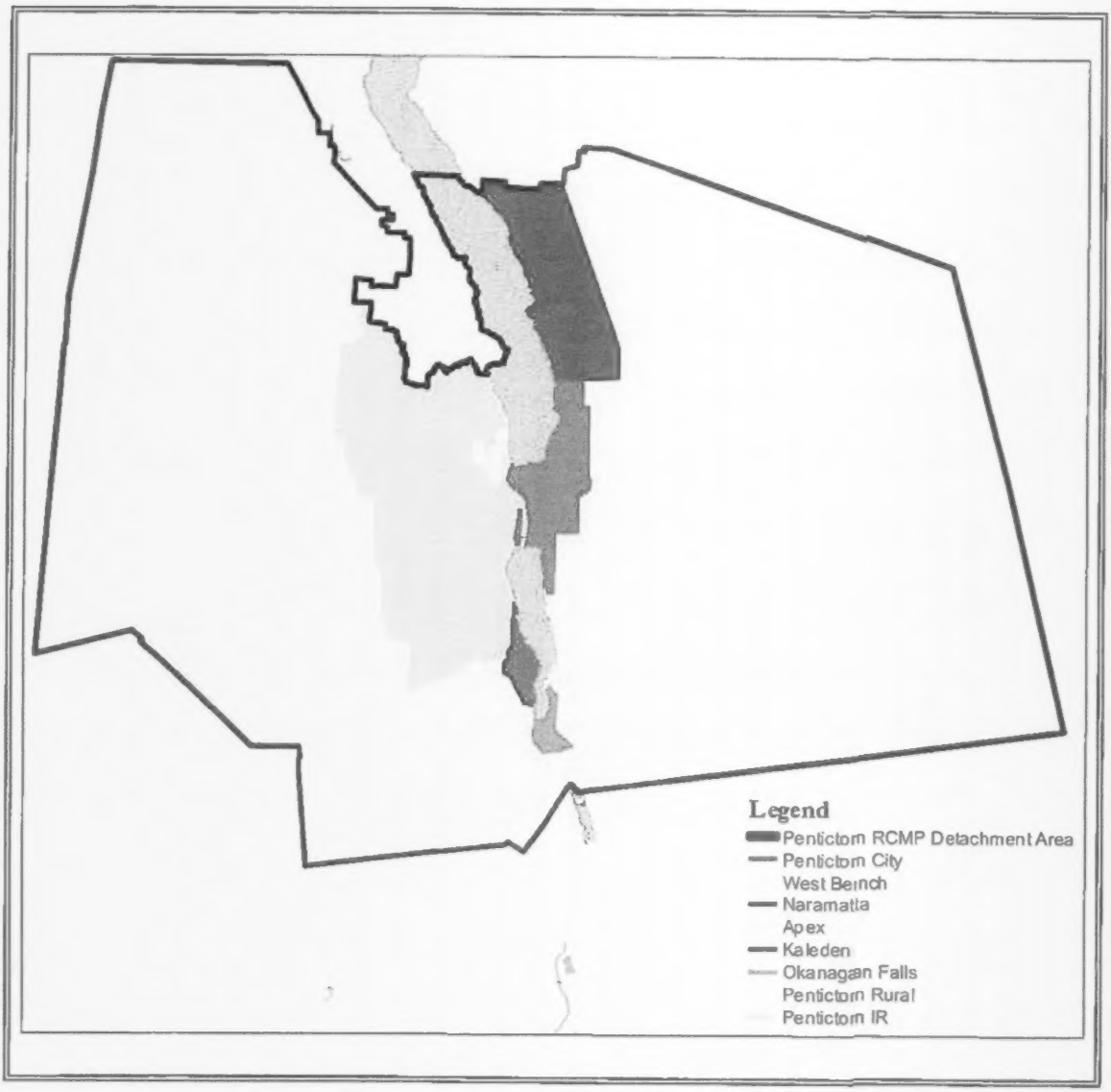
Penticton City/Rural
RCMP Atoms



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Appendix A

Royal Canadian Mounted Police / Gendarmerie royale du Canada

Annual Performance Plan / Plan annuel de rendement

Acknowledgement of Consultation / Attestation de la consultation

District / Detachment Information / Renseignements sur le district ou le détachement

Fiscal Year - Année financière 2012 - 2013

PACIFIC REGION

E

SOUTHEAST DISTRICT

South Okanagan Detachment

PENTICTON DETACHMENT M

Penticton Mun Det

Community Name(s) / Nom(s) de la(des) collectivité(s)

1. Penticton

This letter acknowledges that the stakeholders of the above noted detachment / district / unit area or community(ies) and the RCMP have consulted and discussed our progress against last years priority issues. Further it has been agreed that over the coming year we will collectively focus on the following priority issues.

La présente lettre atteste que les responsables de la région du détachement/district/unité ou de la ou des collectivités susmentionnées et de la GRC se sont consultés et ont discuté des progrès accomplis par rapport aux enjeux prioritaires de l'année dernière. Il a aussi été convenu que les enjeux suivants constituent les enjeux prioritaires sur lesquels nous concentrerons conjointement nos efforts au cours de l'année à venir.

Community Priority Issue(s) - Enjeu(x) prioritaire(s) pour la collectivité

1. Substance Abuse - Drugs and Alcohol
2. Traffic - Safety (motor vehicles, roads)
3. Safety - Child / Youth safety (bicycles, etc.)

District / Detachment Commander - Chef de district / détachement

Signature

District / Detachment Commander

Signature - Signature

12/04/12

Date

Community Representative - Représentant(e) de la collectivité

Signature

Mayor / Maire

Signature - Signature

12/04/12

Date

Canada

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Endnotes and Data Qualifiers

Disclaimer

All statistics in this report include founded incidents only, and do not reflect assistance, prevention, information or unsubstantiated files or incidents determined to be unfounded by attending officers. Statistical tables reflect **only the most serious offence coded to each incident** (up to four offence types can be coded to each file; therefore, overall numbers contained in this report reflect FILE counts, not OFFENCE counts). All numbers and graphs are based on raw data unloaded from PRIME-BC, have not been verified for accuracy and should not be considered to be official statistics. Minor inconsistencies from previous reports may occur due to scoring and quality assurance changes to data throughout the year. Private information files are not reflected in overall counts. Data was unloaded from PRIME-BC *July 3rd, 2012*, and will not reflect any coding or scoring changes made since that time.

Endnotes

[i] Calls for service data reflects all calls created in CAD with the exception of administrative files (i.e. files coded to atoms KR0000, PT0000, SI.0000, SO0000, SO0001); therefore, data may include cancelled files, false 911s, files created in error and other erroneous file types. This statistic is meant to offer a general overall comparison of total calls received during the two year time period by each detachment area, and does not accurately reflect the number of calls attended to by RCMP nor does it measure the number of offences which occurred during the time period in question.

[ii] Criminal code statistics reflect general occurrences coded to atoms within the Penticton RCMP's jurisdictional area. They include only those incidents which, upon police attendance, have been determined to be founded complaints, and do not include unfounded or unsubstantiated incidents. They also do not include information, prevention or assistance files. Only the most serious offence is counted for each file. Criminal code statistics are determined based on the following qualifiers:

- Assault statistics reflect aggravated assault, assault with a weapon, assault causing bodily harm, common assault, assaulting a police officer and other assault types; UCR1 codes 1410, 1420, 1430, 1460, 1461, 1462 and 1480, as well as attempted murder, UCR1 code 1210.
- Robbery statistics reflect all robbery subtypes, UCR1 code 1610 series.
- Sex offence statistics reflect all sex assaults under the UCR1 1300-1399 series including sexual assault, sexual interference, luring a child via computer, voyeurism and other offences.
- Homicide statistics reflect 1st and 2nd degree murder and manslaughter, UCR1 codes 1110, 1120 and 1130
- Theft from vehicle statistics reflect thefts over and under $5000, including license plate and validation tag theft, UCR1 codes 2132 and 2142.
- Vehicle theft statistics reflect thefts of motorcycles, trucks, automobiles and other vehicles over and under $5000 as well as files coded as vehicles taken without consent over and under $5000 UCR1 codes 2131 and 2141.
- Break and enter statistics reflect break and enters to businesses (UCR1 2120-1), residences (UCR1 code 2120-2), seasonal residences (UCR1 code 2120-4) and other structures such as sheds and outbuildings (UCR1 2120-3).
- Other theft statistics include bicycle theft, shoplifting, utilities theft and other theft under and over $5000 (UCR1 codes 2130, 2133, 2140 and 2143)
- Cause disturbance statistics are retrieved using UCR1 3430.
- Mischief statistics reflect mischief over and under $5000, UCR1 code 2170-3 and 2170-4.

[iii] Grow operation statistics were gathered using the marijuana cultivation indoor/outdoor survey UCR codes 8380-1 and 8380-2, as well as general drug production codes (UCRs 4410-4460).

[iv] Impaired driving charge statistics reflect all files where a charge was laid (including impaired operation of a motor vehicle, driving over 80 mg and refusal to provide a breath sample) and the file excludes any 215 suspensions or IRPs. 24-hour suspension statistics include files where a 215 was given but no impaired charge was laid, and files where impaired driving was coded as 'departmental discretion', which typically indicates a 215. IRPs were counted based on the number of times they were carded in PRIME during the time period.

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[v] Chronic nuisance offenders are defined as individuals having 1) the highest proportion of negative contacts (typically involving cause disturbance complaints, public intoxication and other nuisance complaints) in PRIME-BC and 2) been active in the past six months (average 3 or more negative contacts per month). 'Negative contact' refers to individuals carded as suspect, subject of complaint or charged on a file.

[vi] Map is composed of selected criminal code offences including break and enters, auto crime and robbery for the three month period. Instances are coded by the most serious offence on the file and include founded offences only.

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